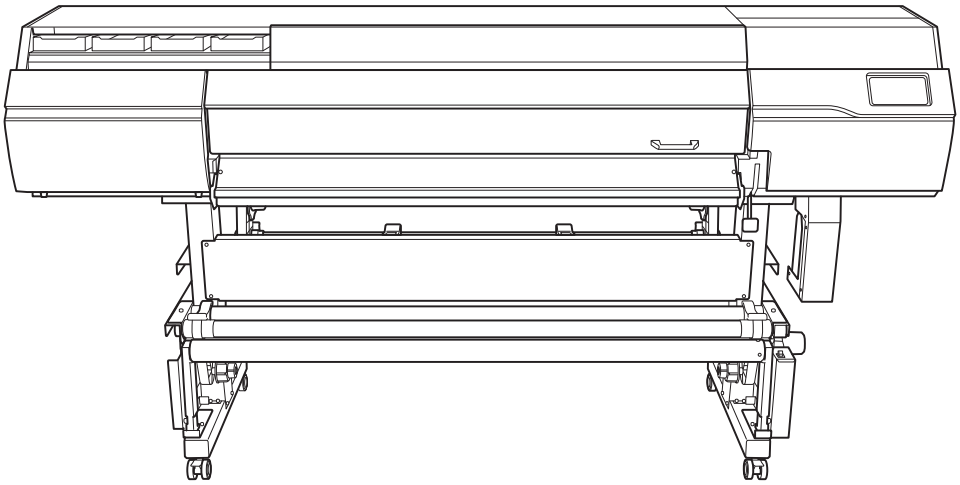
# TrueVIS SG3-540/SG3-300

## Setup Guide



Thank you very much for purchasing this product.

- To ensure correct and safe usage with a full understanding of this product's performance, please be sure to read through this manual completely.
- Unauthorized copying or transferal, in whole or in part, of this manual is prohibited.
- The specifications of this product and the contents of this operation manual are subject to change without notice.
- The operation manual and the product have been prepared and tested as much as possible. If you find any misprints or errors, please inform us.
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# Introduction

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# 1. Checks before Installation

## About the User's Manuals for This Machine

The following documentation is included with the machine.

**Paper Manuals**

- **Safety Precautions**

  This manual contains points that must be observed.

- **Regular Maintenance Guidelines**

  This manual provides URLs where procedures can be found for the machine's daily maintenance as well as for the maintenance that must be performed periodically.

**Electronic-format Manuals**

- **Setup Guide (this document)**

  This manual contains details on how to install the machine and how to configure its initial settings.

- **User's Manual**

  This manual contains details such as how to use and maintain the machine as well as an FAQ (a set of frequently asked questions).

---

You can view and download the electronic-format manuals from the following URL or QR code.

* You can also view and download the paper manuals.

* You can also view this website from a smartphone.

https://downloadcenter.rolanddg.com/SG3-540

---

## About Placement and Installation Work

The placement and installation of this machine must be performed by suitably qualified workers.

⚠ WARNING

**Entrust operations such as transportation, unloading, and emplacement to trained professionals.**

Suitable equipment and technical skills are required in handling the machine. Tasks that require undue effort may result in a major accident.

## Deciding On an Installation Site

Install the machine in a quiet, stable location offering good operating conditions. An unsuitable location can cause accidents, fire, faulty operation, or breakdown.

⚠ WARNING

**Install the machine in a location that is level, stable, and able to bear the weight of the machine.**
The total weight of the machine may reach 220 kg (485 lb.) (30-inch model: 182 kg [401 lb.]) or more. Installation in an unsuitable location may cause a major accident, including tip over, fall, or collapse.

⚠ WARNING

**Never install this machine outside or in any location where exposure to water or high humidity may occur.**
Current leakage may cause electrical shock or fire.

⚠ WARNING

**Never install the machine close to any flammable object or in a gas-filled location.**
Combustion or explosion could occur.

⚠ WARNING

**Install the machine in a clean, brightly lit location.**
Working in a location that is dark or cluttered may lead to an accident, such as becoming caught in the machine as the result of an inadvertent stumble.

⚠ WARNING

**Position the machine so that the power plug is within immediate reach at all times.**
This is to enable quick disconnection of the power plug in the event of an emergency. Install the machine next to an electrical outlet. Also, provide enough empty space to allow immediate access to the electrical outlet.

⚠ CAUTION

**Ensure adequate ventilation for the work area.**
Failing to perform ventilation may result in a health hazard or danger of combustion due to ink fumes.

**Unsuitable installation sites**

- Locations subject to large fluctuations in temperature or humidity
- Locations subject to shaking or vibration
- Locations where the floor is tilted, not level, or unstable
- Dusty locations
- Locations exposed to direct sunlight
- Locations near air-conditioning or heating equipment
- Locations exposed to water or moving air
- Locations exposed to considerable electrical or magnetic noise or other forms of electromagnetic energy

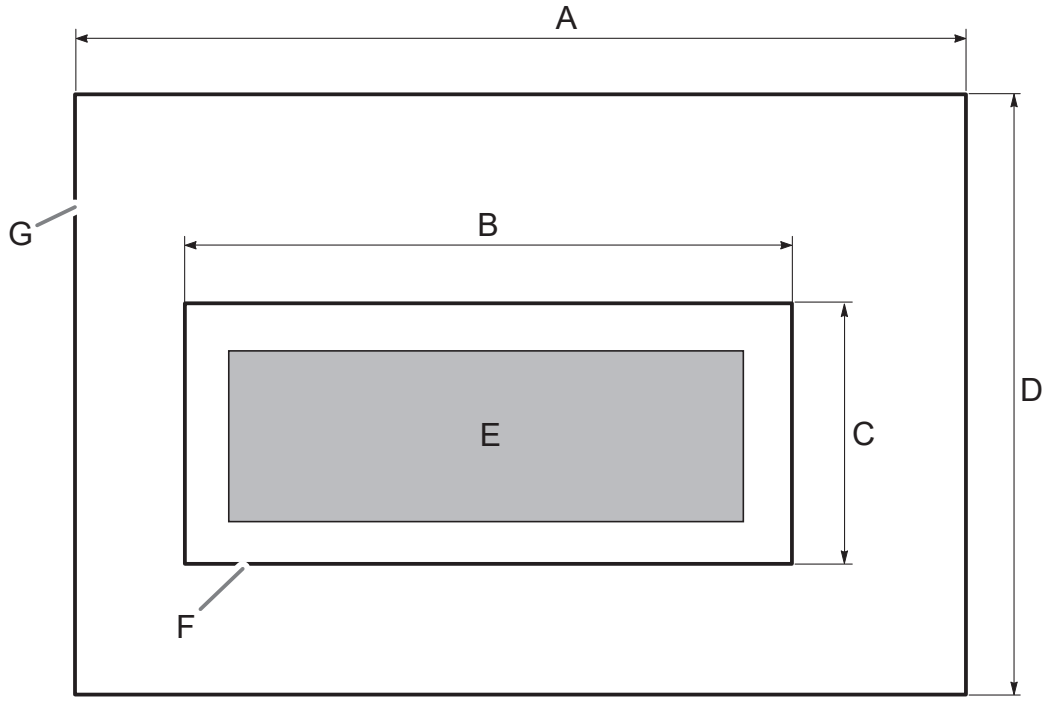
## Temperature and Humidity

Maintain the specified temperature and humidity even when the machine is not in use. Failure to do so may result in malfunction.

- **During operation: Temperature: 20 to 32˚C (68 to 89.6˚F), humidity: 35 to 80%RH (no condensation)**
- **During non-operation: Temperature: 5 to 40˚C (41 to 104˚F), humidity: 20 to 80%RH (no condensation)**

## Installation Space

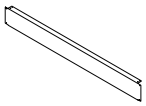
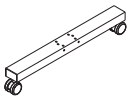
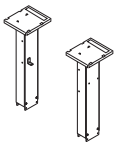
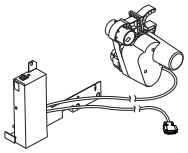
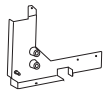
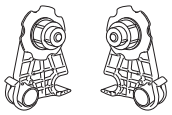
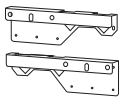
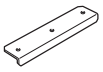
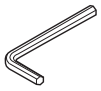
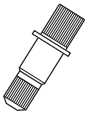
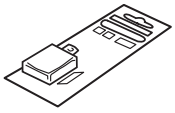
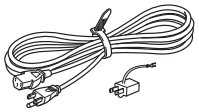
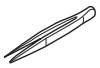
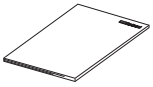
The space shown in the figure is required in order to use this machine.




| | SG3-540 | SG3-300 |
|---|---|---|
| A | 4,000 mm (157.5 in.) | 3,750 mm (147.6 in.) |
| B | 3,000 mm (118.1 in.) | 2,750 mm (108.3 in.) |
| C | 1,000 mm (39.4 in.) | |
| D | 2,000 mm (78.7 in.) | |
| E | Unit | |
| F | Unit space | |
| G | Work space | |

# 2. Checking the Included Items

The following items are included with the machine. Make sure they are all present and accounted for.

| | | | |
|---|---|---|---|
|  Stand stay (1) |  Shafts (4) |  Casters (2) |  Stand legs (1 each for right and left) |
|  Dancer roller (1) |  Paper tube (1) |  Control box and motorized media holder (1 each) |  Left stay (1) |
|  Media holders (1 each for right and left) |  Left media holder (1) |  Arms (2 each for right and left) |  Shaft clamps (4) |
|  Drain bottle stand (1) |  Drain bottle (1) |  Drain funnel (1) |  Media stays (2) |
|  Cable clamps (7) |  Bolts (64) |  Hexagonal wrench (1) |  Pipe (1) |
|  Blade holder (1) |  Blade (1) |  Pin (1) |  Replacement blade for separating knife (1) |
|  Cleaning liquid (1) |  Replacement tray pad (1) |  Replacement wiper (1) |  Cleaning sticks |
|  Power cord/power plug adapter*1(1 each) |  Tweezers (1) |  Manuals | |

*1 Included only with 100 V specifications

# Installation


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# 1. Assembly and Ink Filling

## Checks before Operations

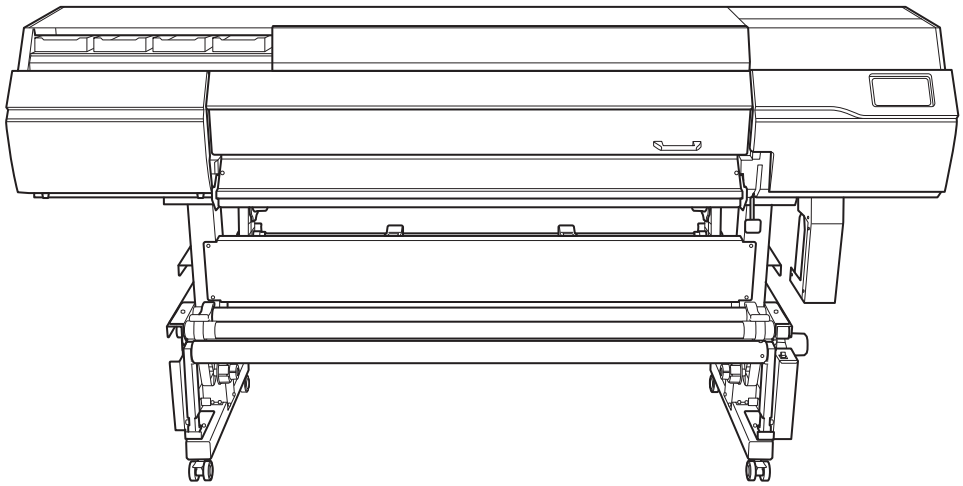
⚠ CAUTION

**Unloading and emplacement are operations that must be performed by 6 persons or more.**

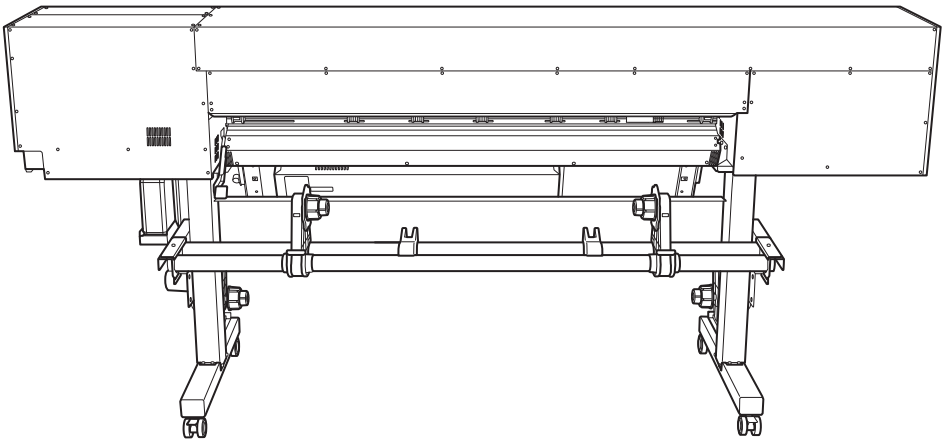
Tasks that require undue effort when performed by a small number of persons may result in physical injury. Also, if dropped, such items may cause injury.

### Completed Drawing

*Front*



*Rear*



### Necessary Tools (Included Items)

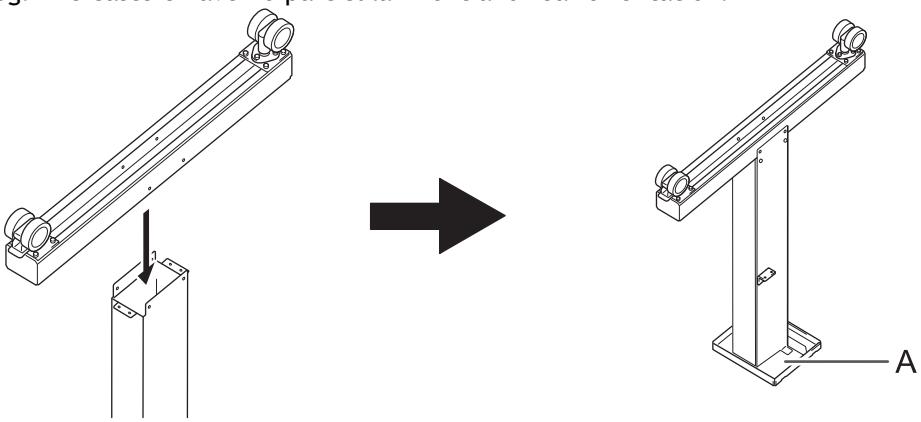
- Hexagonal wrench (1)
- Pipe (Use this when the hexagonal wrench is too short to easily tighten bolts) (1)

## Step 1: Assembling the Stand

### Procedure

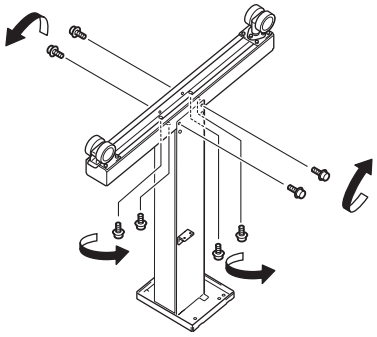
**1.** **Place the caster on the stand leg.**

Place the stand leg with the tabletop plate (A) facing down, and then place the caster on top of the stand leg. The casters have no particular front and rear orientation.

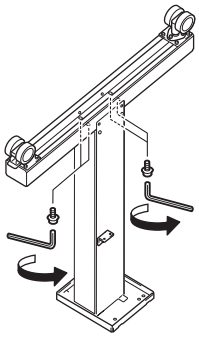



**2.** **Use eight bolts to secure the caster.**

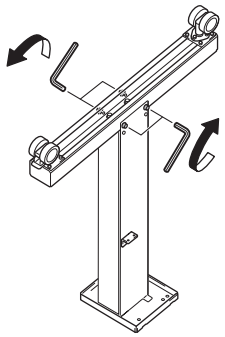
(1) **Temporarily tighten the bolts in the four lower locations and then in the four locations on the sides.**



(2) **Fully tighten the bolts in the four lower locations.**



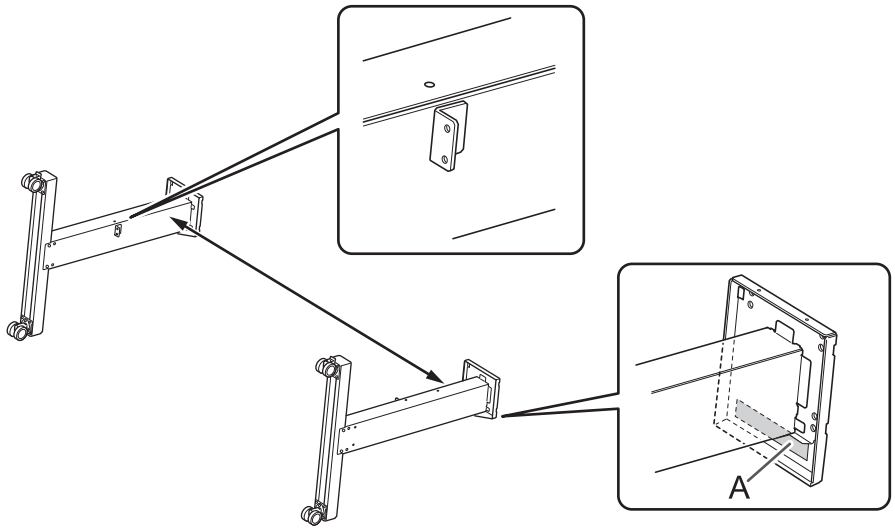
(3) **Fully tighten the bolts in the four locations on the sides.**



**3.** **Assemble the opposing stand leg by following the same procedure from step 1 to step 2.**

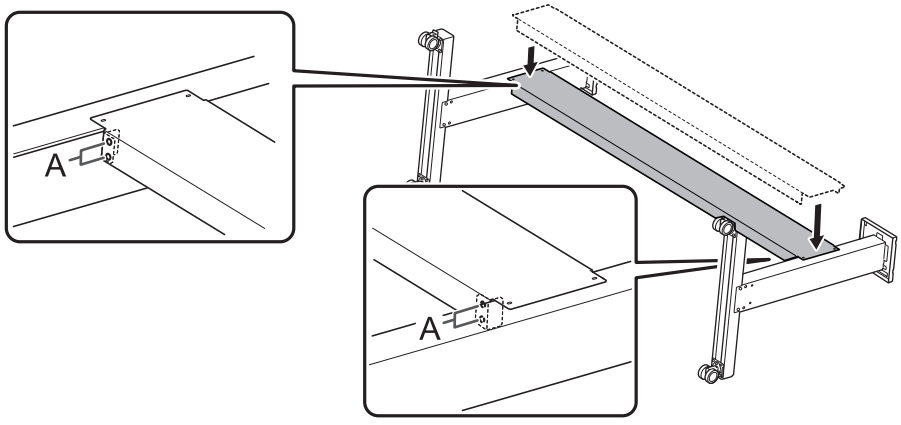
**4.** **Position the left and right stand legs parallel to each other and separated by approximately 1,550 mm (61 in.) for the 54-inch model or approximately 930 mm (36.6 in.) for the 30-inch model.**

Position the legs so that the L-shaped brackets face the inside and the side of the tabletop plate with the hole (A) faces down for each leg.




**5.** **Place the stand stay on the stand legs.**

Position the stand stay with attachment holes (A) toward the casters.



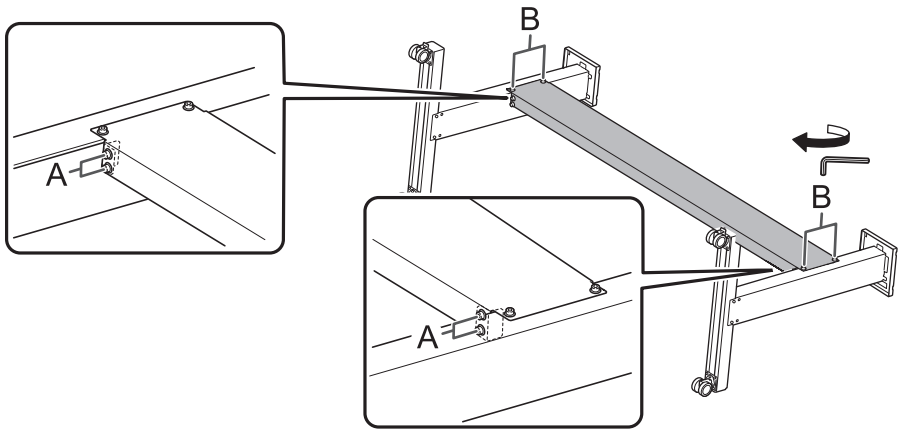

**6.** **Use eight bolts to secure the stand stay.**

(1) **Temporarily tighten the bolts in the four locations indicated with A followed by the four locations indicated with B.**

(2) **Fully tighten the bolts in the four locations indicated with A.**

(3) **Fully tighten the bolts in the four locations indicated with B.**

Tighten the bolts securely. Loose bolts may cause the stand to wobble.




**7.** **Set the stand upright.**

IMPORTANT

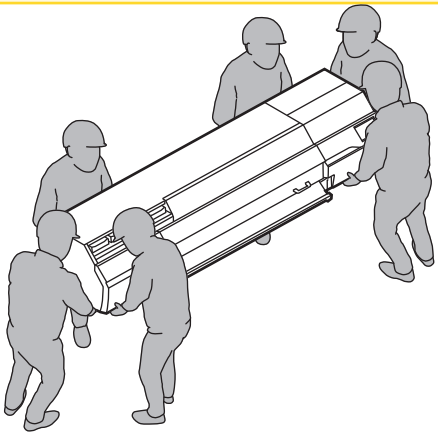
Be sure to perform this operation with two workers, each one holding one stand leg. If only one worker performs this operation, the stand stay may bend.

## Step 2: Attaching the Printer Unit and the Stand

### Procedure

**1.** **With six or more workers, lift up the printer unit.**

> ⚠ CAUTION
>
> **Unpacking and installation must be carried out by 6 persons or more.**
> Failure to observe this instruction may cause the machine to fall over, resulting in injury.

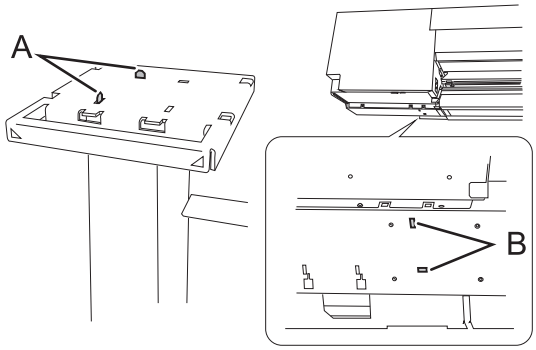


**2.** **Move the stand under the printer unit.**

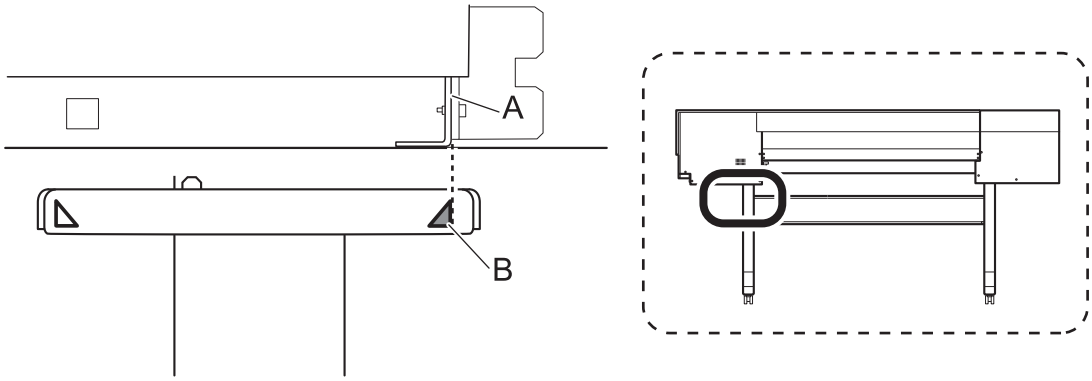
The stand must be moved by a worker other than those indicated in step 1.

**3.** **Align the printer unit and the stand.**

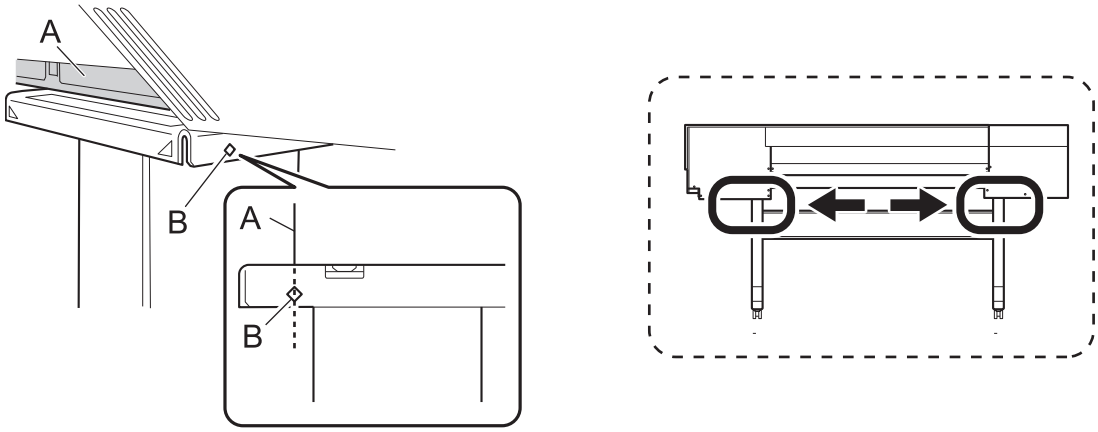
> IMPORTANT
>
> There is a protrusion (A) on the tabletop plate. Inserting this protrusion into the slit (B) on the printer unit allows for alignment to the front, back, left, and right. After aligning these items, place the printer unit on the stand.




(1) **Align the surface of the printer unit (A) and the vertical line of the triangle mark (B) on the stand as seen from the rear of the printer. (Align the left and right sides.)**




(2) **Align the surface of the printer unit (A) and the center position of the rhombus mark (B) on the stand as seen from the inside to the outside. (Align the front and rear sides.)**




**4.** **Place the printer unit on the stand.**

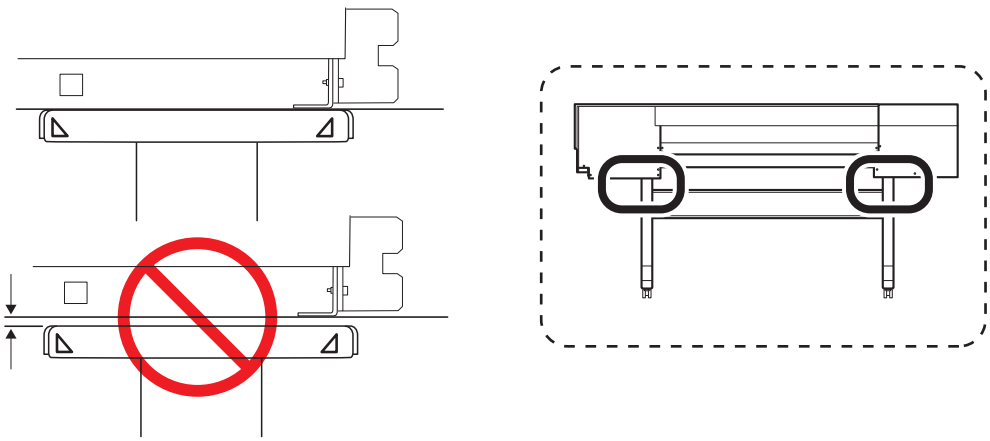
**IMPORTANT**

Be sure to have workers support the printer unit right up to step 6. This unit may fall over if it is released before being fixed in place with bolts in step 6.

**5.** **Make sure there are no gaps between the tabletop plates of the left and right stands and the printer unit.**

**MEMO**

The printer's center of gravity is at its back, so there may be a gap at the front of the printer.

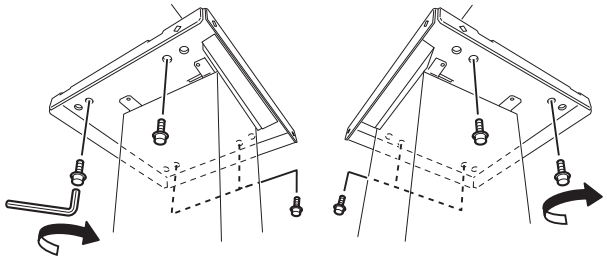


**6.** Secure the printer unit on the stand.

(1) Lift the back of the printer up slightly to make it level.

(2) Temporarily tighten the eight bolts.

(3) Fully tighten the eight bolts.



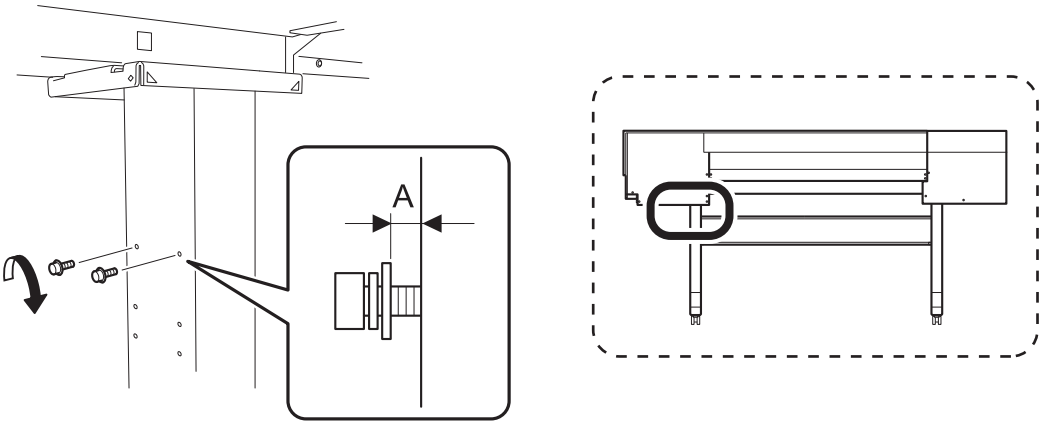
## Step 3: Installing the Media Holders and Media Stays

### 1. Attach the arms.

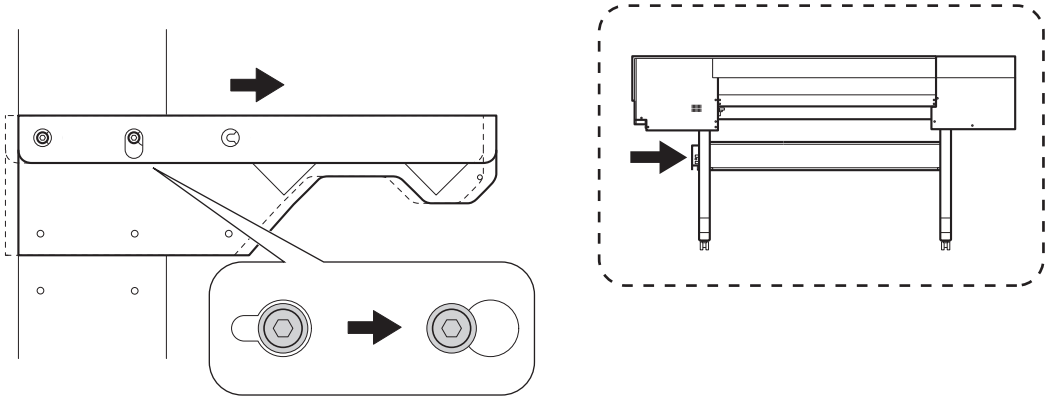
#### Procedure

**1.** **Temporarily tighten the bolts on the left stand as seen from the rear of the printer.**

Tighten the bolts in the holes on the side of the stand until you can see approximately 5 mm (0.2 in.) of their threads (A).

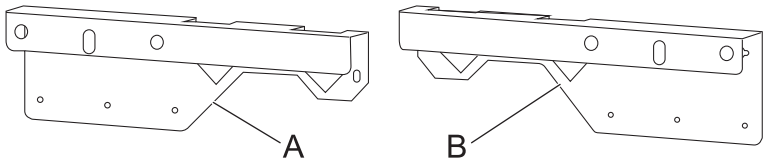



**2.** **Attach the left arm to the temporarily tightened bolts, and then slide this arm to the right.**



MEMO

Each arm can only be used on the left (A) or right (B) side. Attach them on the correct sides.

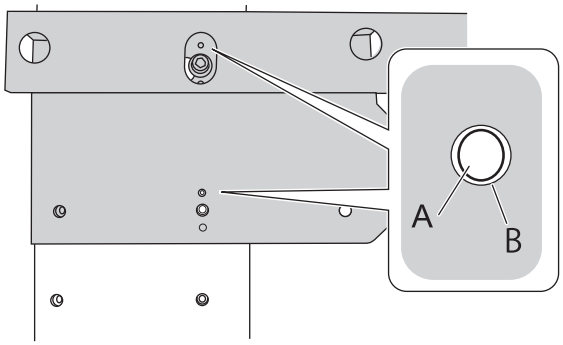



**3.** **By hand, tighten the temporarily tightened bolts until there is no gap between the left arm and the stand.**

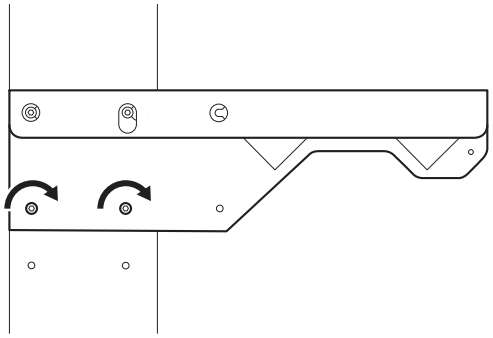
**IMPORTANT**

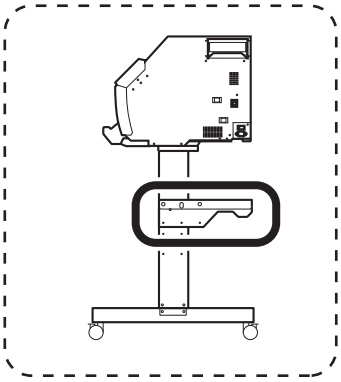
Hold the pieces together so there is no gap between the left arm and stand when tightening the bolts.

**4.** **Make sure the protrusions on the stand leg (A) are in the center of the holes on the arm (B).**
Move the arm to the left and right until these protrusions are centered.

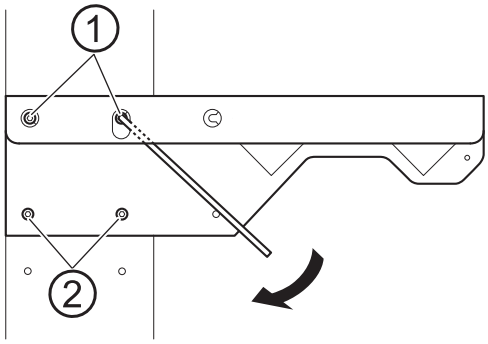



**5.** **Temporarily tighten the bolts at the bottom of the left arm.**





**6.** **Use a hexagonal wrench to fully tighten the upper bolts ① followed by the lower bolts ②.**

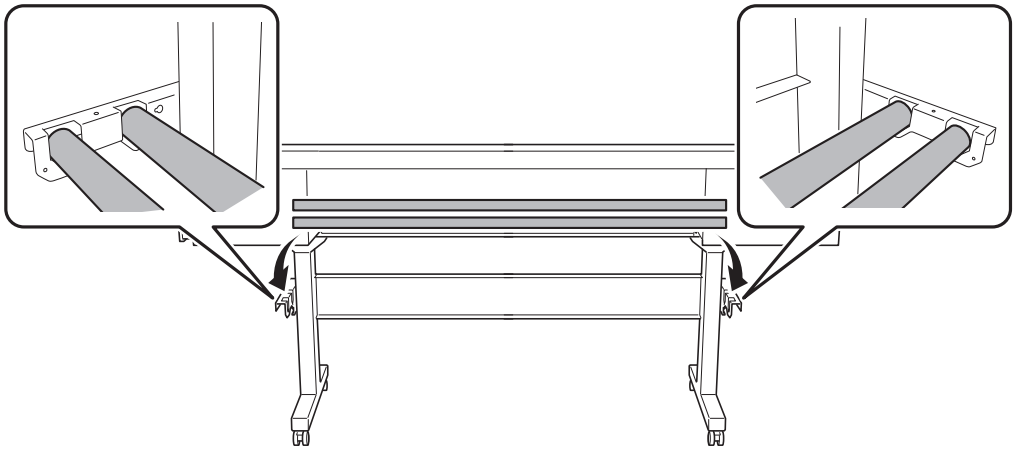



**7.** **In the same manner, attach the right arm to the right side as seen from the rear of the printer.**

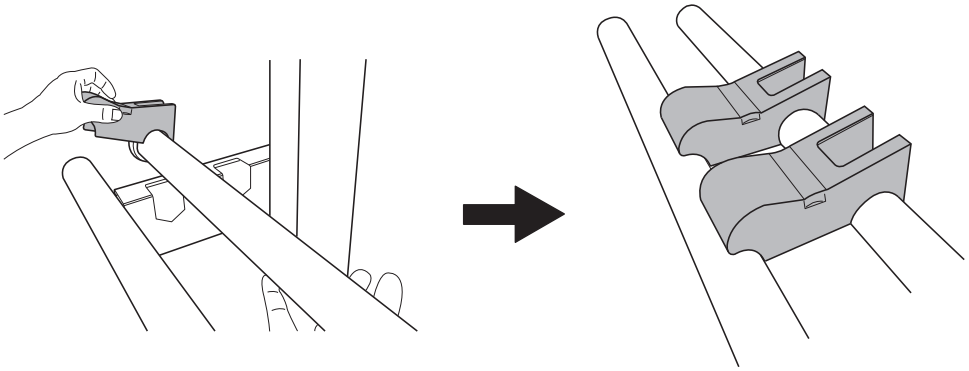
## 2. Attach the media holders.

### Procedure

**1.** Place the two shafts on the arms.



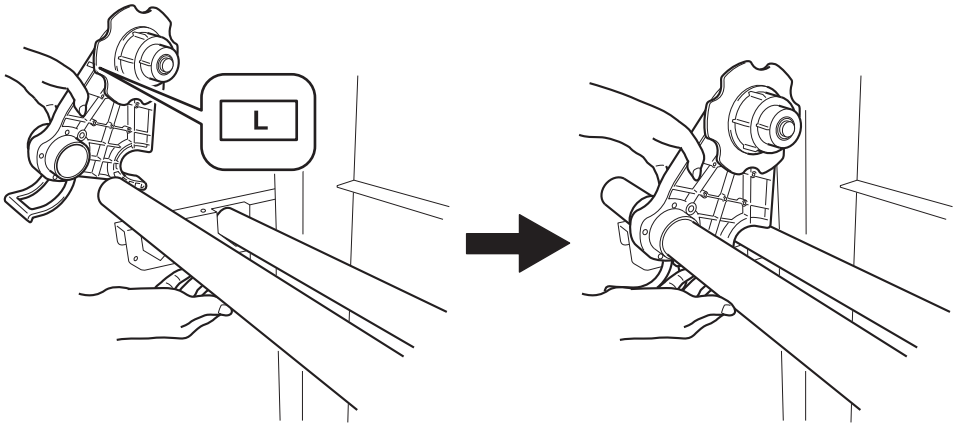
**2.** Pass the rear shaft through the two media stays.



**3.** Attach the left media holder.

(1) Pass the front shaft through the left media holder.

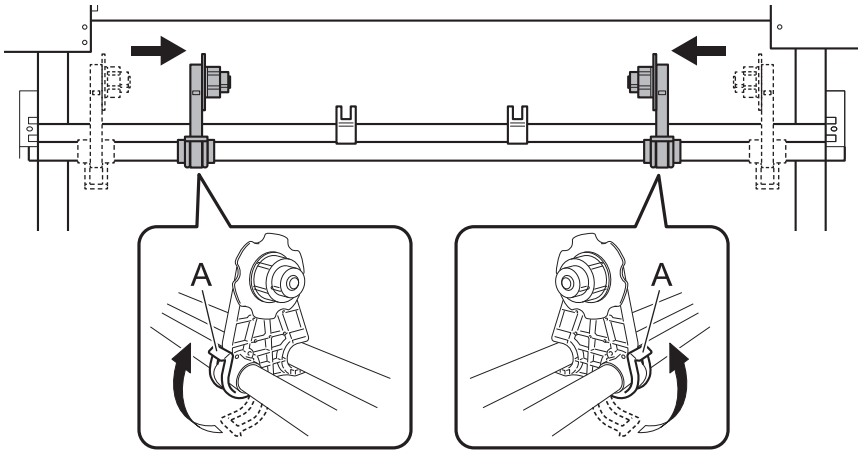
(2) Catch the left media holder on the rear shaft.




**4.** Attach the right media holder in the same manner.

**5.** Raise the levers (A) to secure the left and right media holders.

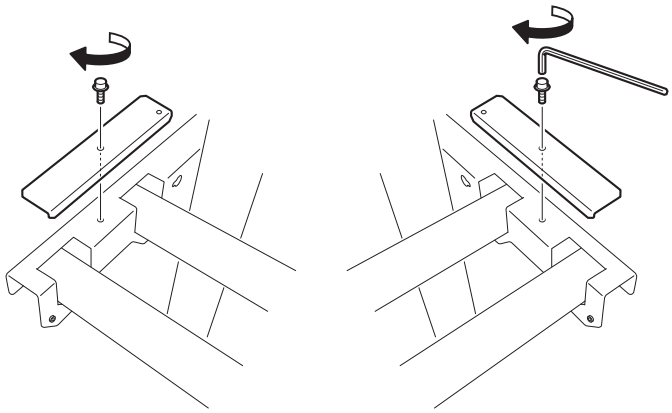
Position the media holders approximately 100 mm (3.94 in.) from the edges.




**6.** **Attach the shaft clamps, securing the shafts with two bolts.**

IMPORTANT

Ensure the media holders do not get caught in the shaft clamps.



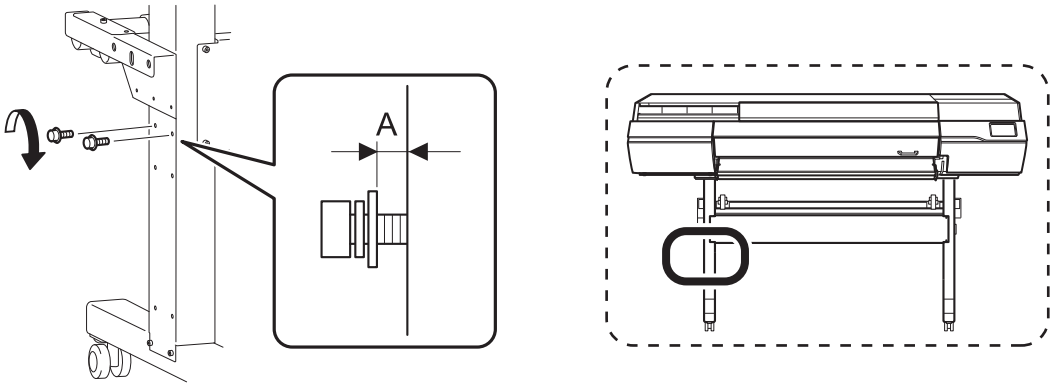
## Step 4: Assembling the Media Take-up Unit

### 1. Attach the arms.

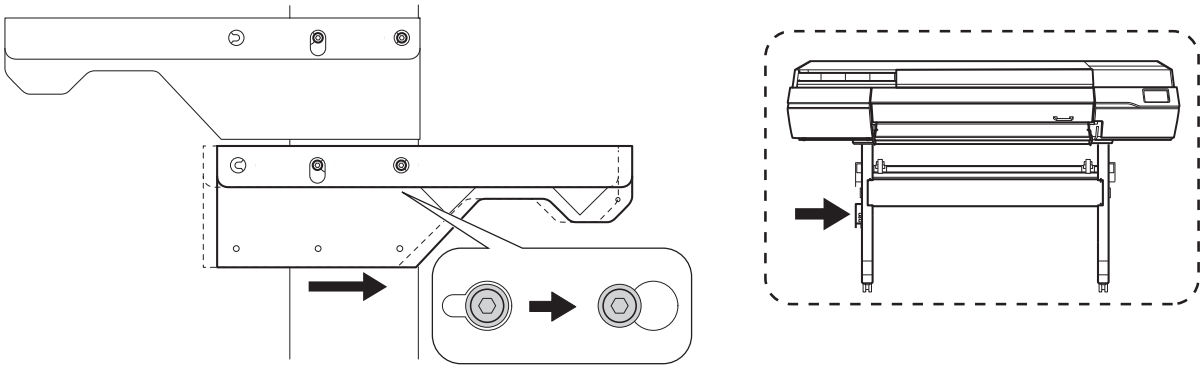
#### Procedure

**1.** **Temporarily tighten the bolts on the left stand as seen from the front of the printer.**

Tighten the bolts in the holes on the side of the stand until you can see approximately 5 mm (0.2 in.) of their threads (A).

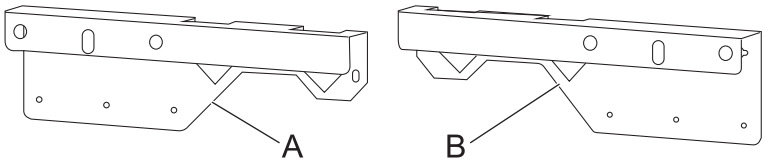



**2.** **Attach the left arm to the temporarily tightened bolts, and then slide this arm to the right.**



MEMO

Each arm can only be used on the left (A) or right (B) side. Attach them on the correct sides.



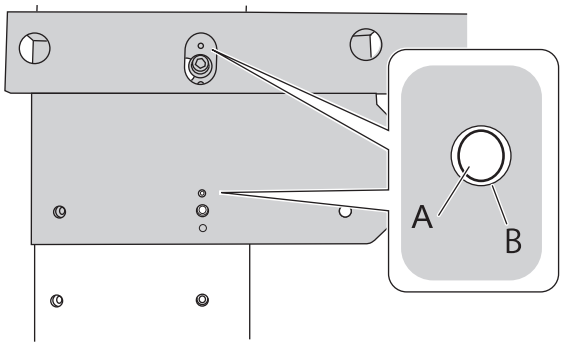

**3.** **By hand, tighten the temporarily tightened bolts until there is no gap between the left arm and the stand.**

IMPORTANT

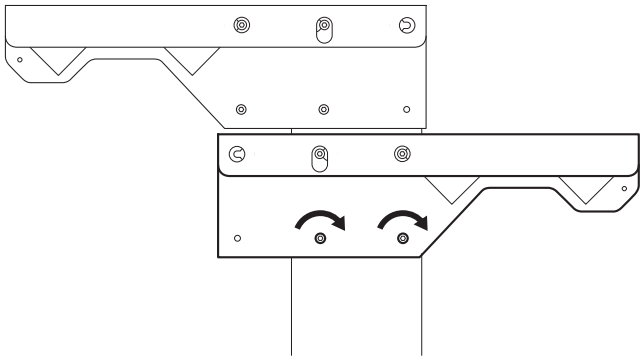
Hold the pieces together so there is no gap between the left arm and stand when tightening the bolts.

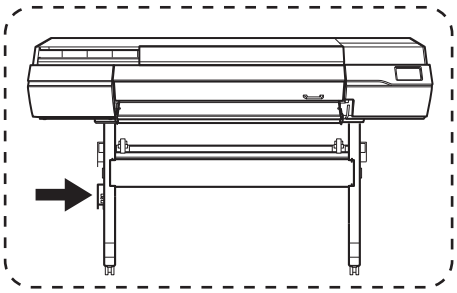
**4.** **Make sure the protrusions on the stand leg (A) are in the center of the holes on the arm (B).**

Move the arm to the left and right until these protrusions are centered.

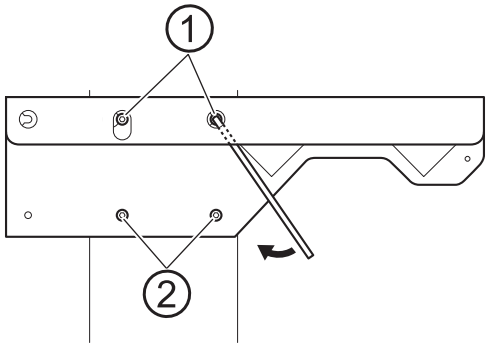


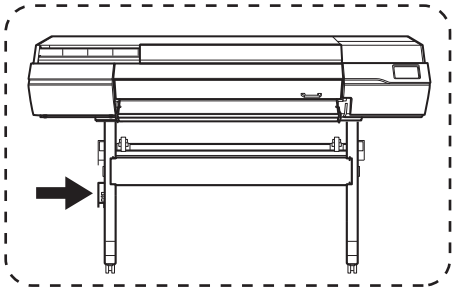

**5.** **Temporarily tighten the bolts at the bottom of the left arm.**





**6.** **Use a hexagonal wrench to fully tighten the upper bolts ① followed by the lower bolts ②.**



**7.** **In the same manner, attach the right arm to the right side as seen from the front of the printer.**

## 2. Attach the control box and the left stay.

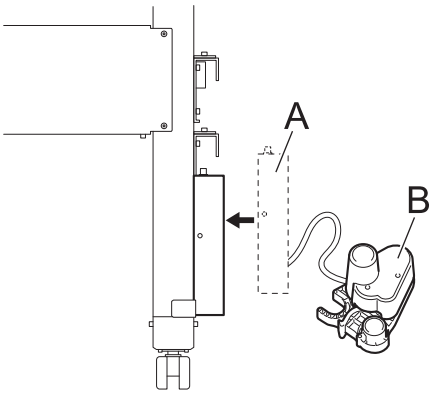
### Procedure

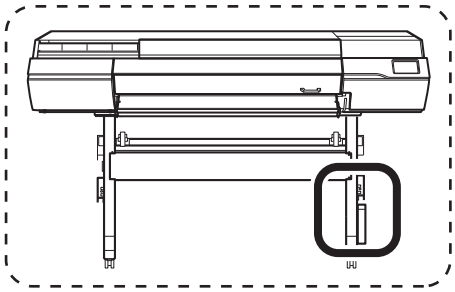
**1. Place the control box (A) on the right stand leg.**

Assemble the motorized media holder (B) by passing it through the rear of the right stand leg. Place the holder outside the printer.

**IMPORTANT**

The control box (A) and the motorized media holder (B) are connected with a wire. Do not subject this wire to excessive force.

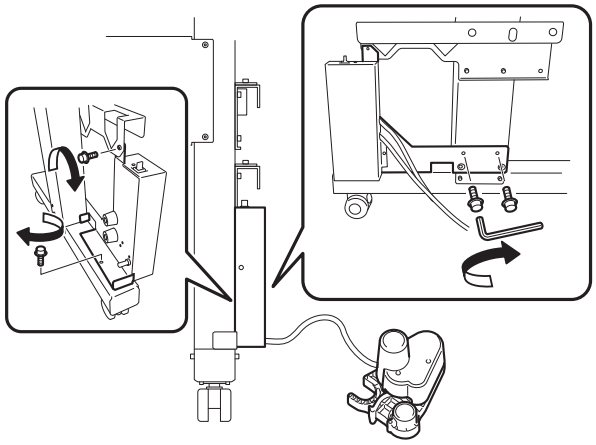


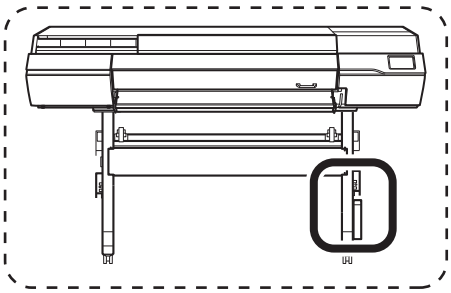



**2. Temporarily tighten the four bolts shown in the figure.**

**3. By hand, tighten the temporarily tightened bolts until there is no gap between the left arm and the stand.**

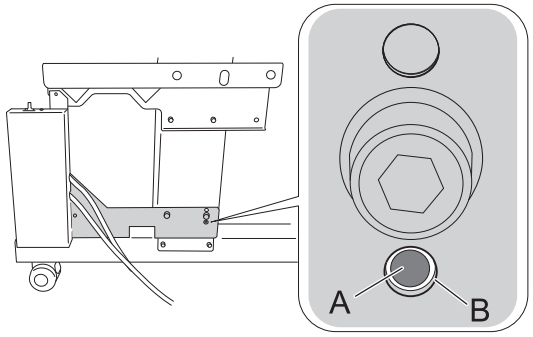
Hold the pieces together so there is no gap between the outside surface of the stand leg and the control box stay when tightening the bolts.



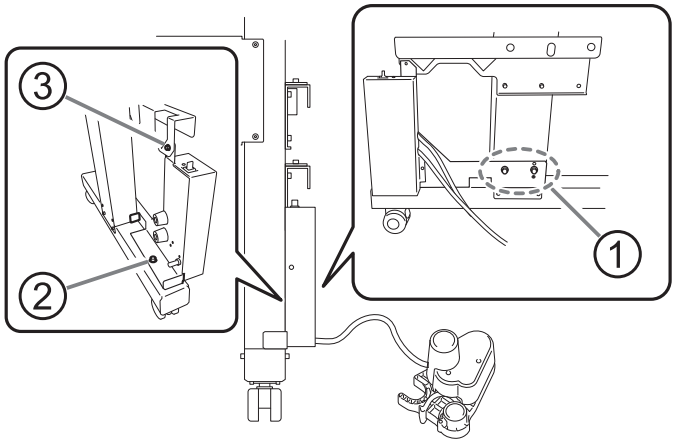


**4. Make sure the protrusion on the stand leg (A) is in the center of the hole on the control box stay (B).**

Move the control box until this protrusion is centered.




**5.** **Fully tighten the bolts in the order of ①, ②, ③.**



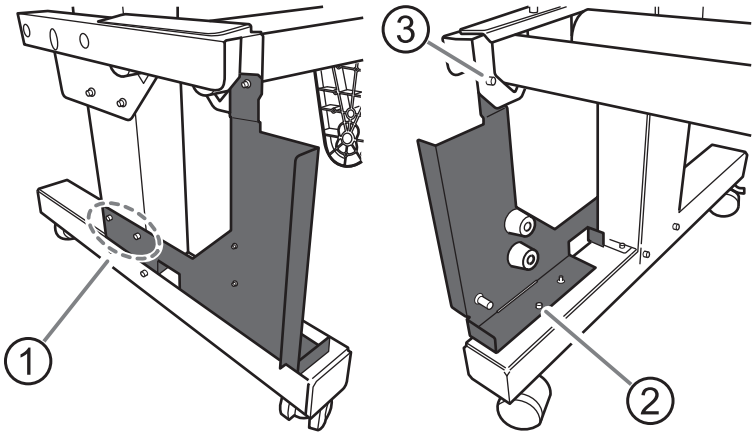

**6.** **Place the left stay on the left stand leg in the same manner as the control box.**

**7.** **Temporarily tighten the four bolts on the left stay.**

IMPORTANT

After temporarily tightening the bolts, position the stay in the same manner as the control box.

**8.** **Fully tighten the four bolts in the same order as the control box.**

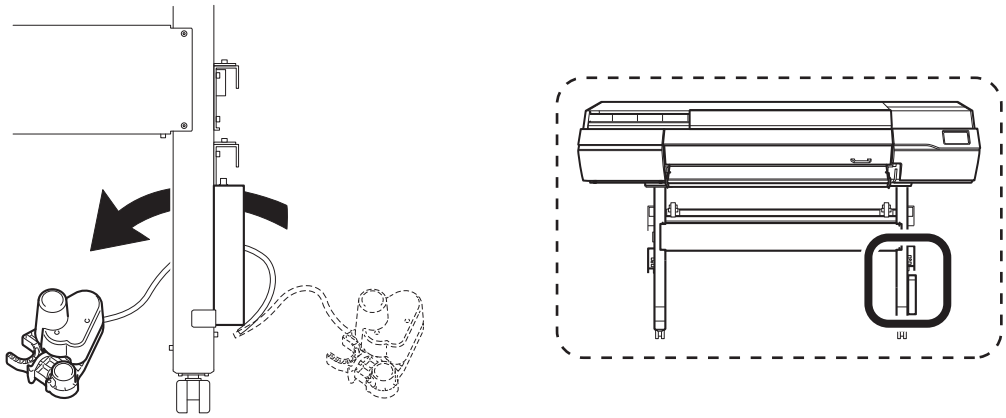


## 3. Attach the media holders.

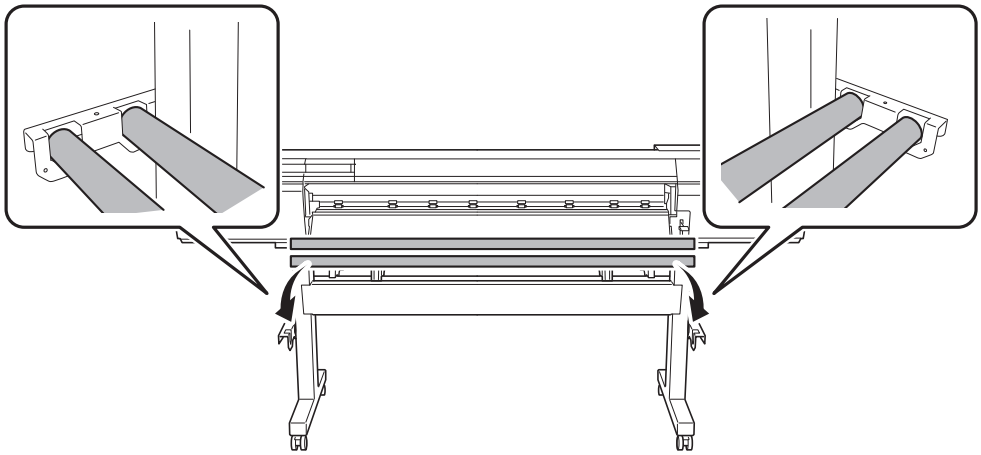
### Procedure

**1.** **Position the motorized media holder as shown in the figure.**

Be sure to pass this holder behind the stand.



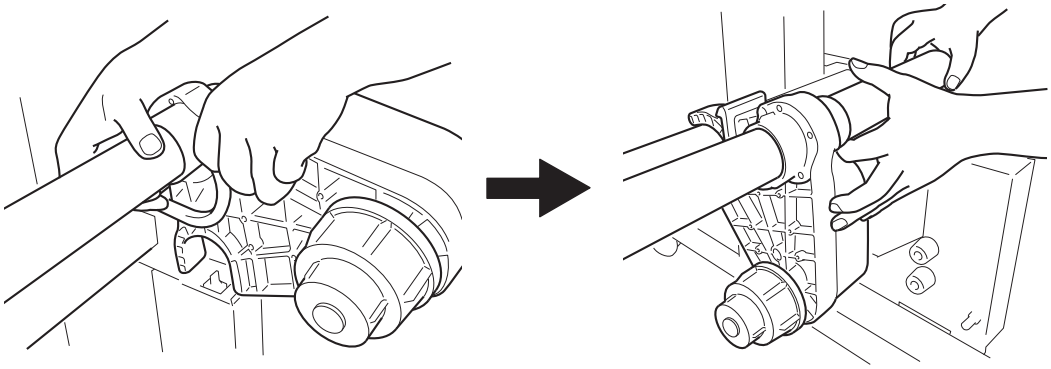
**2.** **Place the two shafts on the arms.**



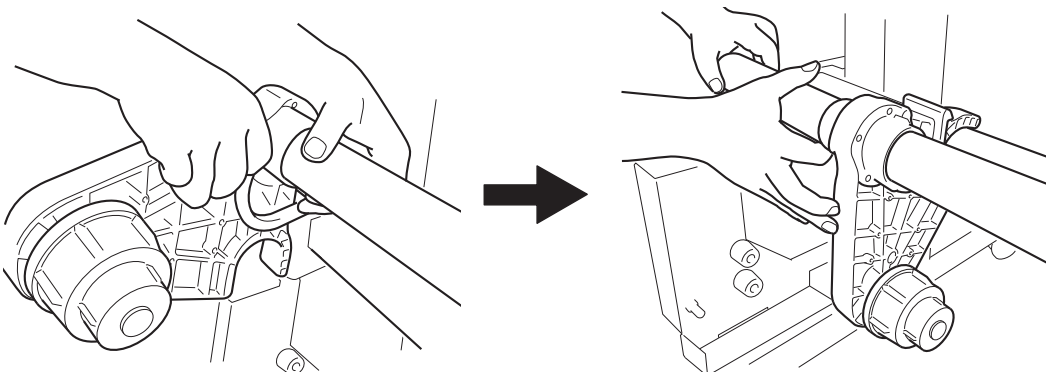
**3.** **Attach the motorized media holder to the shafts.**

(1) **Pass the front shaft through the motorized media holder.**

(2) **Catch the motorized media holder on the rear shaft.**

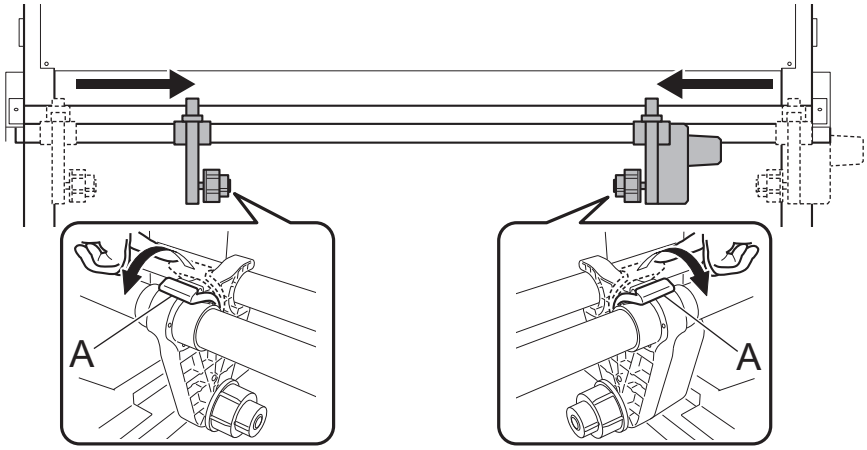


**4.** **In the same manner, attach the left media holder to the shafts on the left side of the printer as seen from its front.**



**5.** **Lower the levers (A) to secure the left and right media holders.**

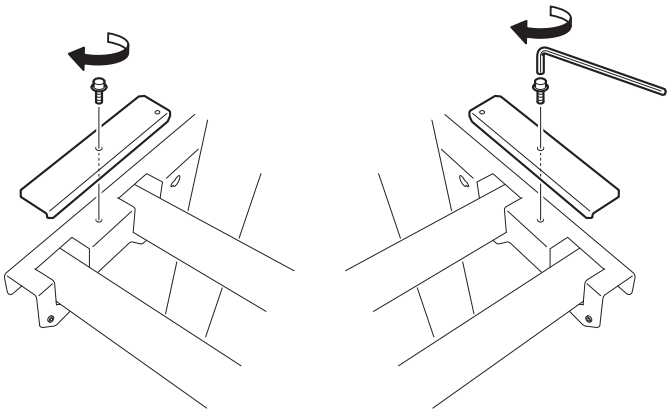
Leave approximately 100 mm (3.94 in.) of space from the edges.




**6.** **Attach the shaft clamps, securing the shafts with two bolts.**

**IMPORTANT**

Ensure the media holders do not get caught in the shaft clamps.

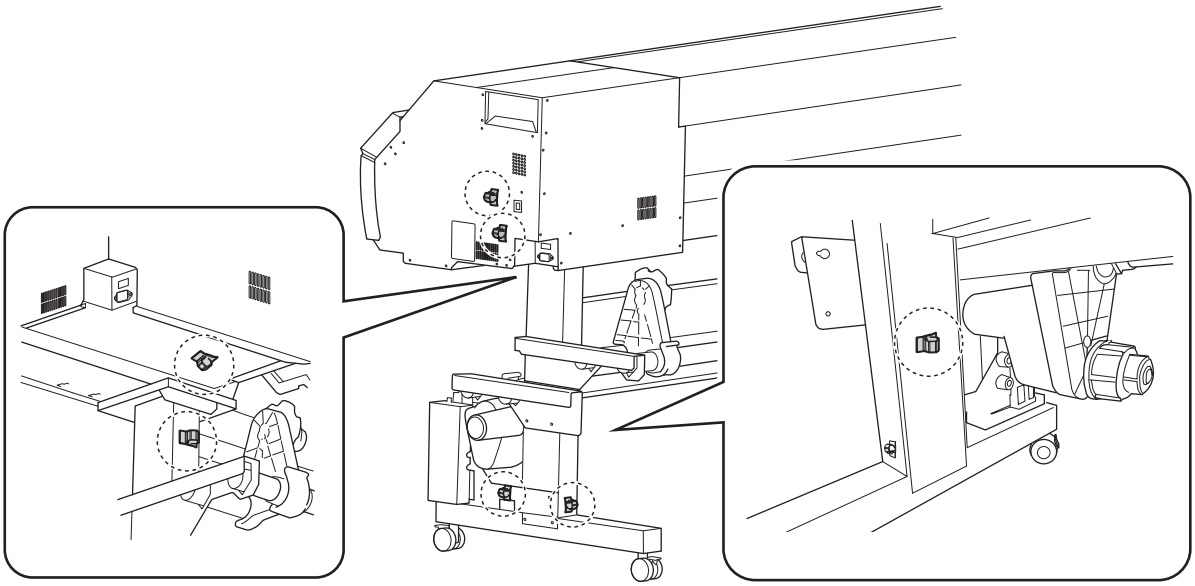


## 4. Attach the cable clamps and the cable.

### Procedure

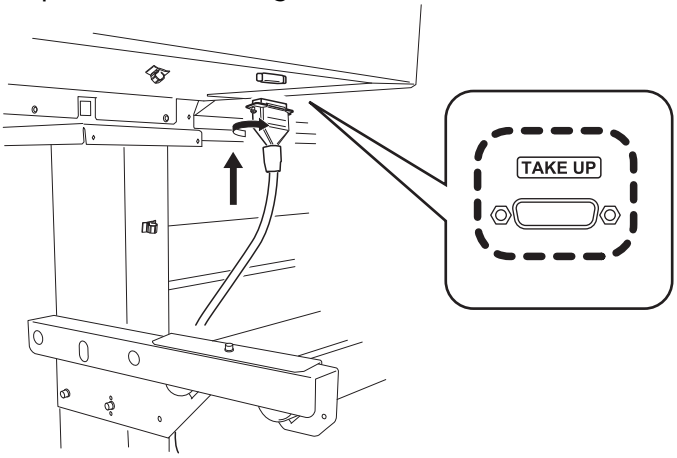
1. **Attach seven cable clamps to the positions shown in the figure.**

   The two clamps on the side of the machine are used for the power cord and the Ethernet cable and will be used later.

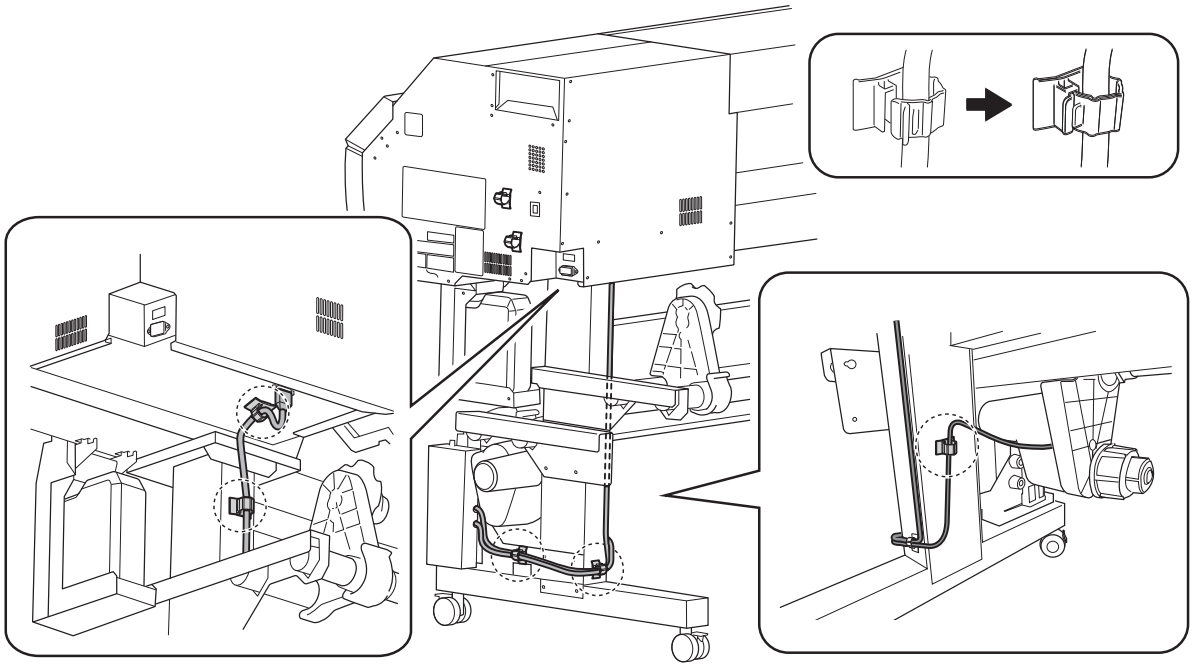


2. **Connect the control box cable to the [TAKE UP] connector on the unit.**

   - Pass the cable along the inside of the arm.
   - Use a number 1 Phillips screwdriver to tighten the connector screws.




3. **Secure the cable with five cable clamps.**



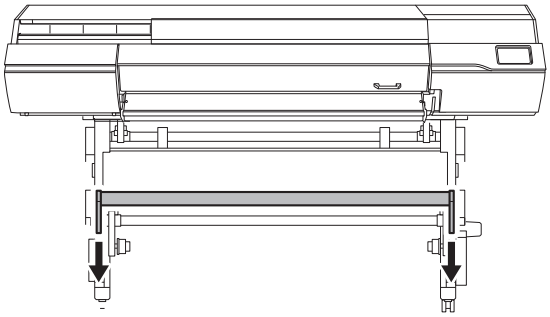
## 5. Install the dancer roller.

### Procedure

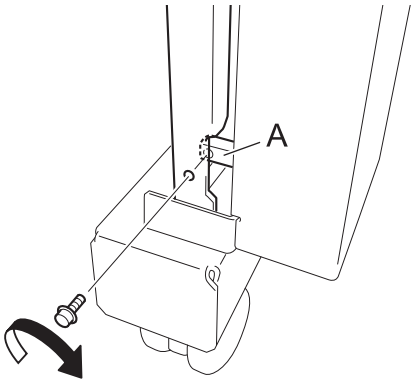
**1.** **Raise the dancer roller and place it on the stand legs.**

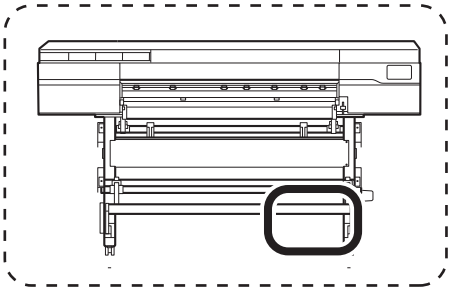
MEMO

The dancer roller has no particular front and rear orientation.



**2.** **On the right side of the dancer roller, bring the flat surface of the shaft (A) toward you, and then temporarily tighten the bolt.**

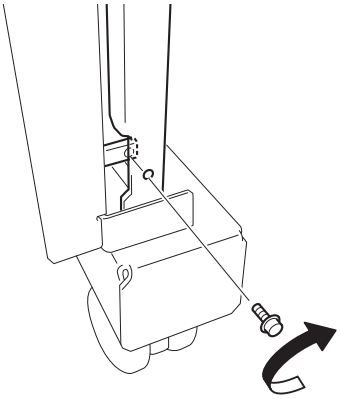


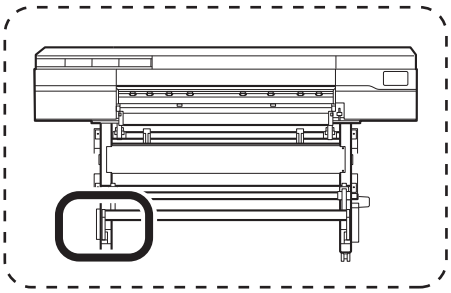



**3.** **On the left side of the dancer roller, temporarily tighten the bolt.**

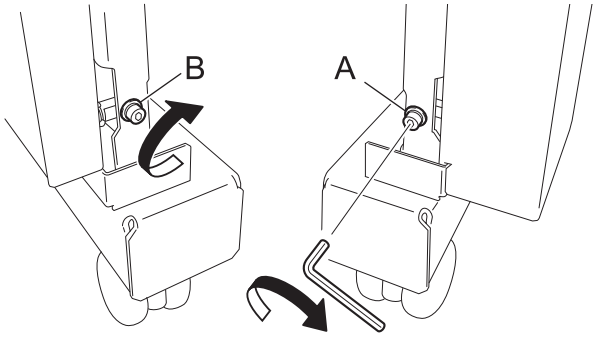
MEMO

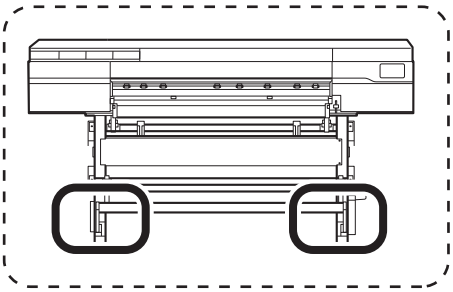
Both sides of the shaft are flat on the left side of the dancer roller.





**4.** **Fully tighten the bolt on the right side (A), followed by the left side (B) of the dancer roller.**



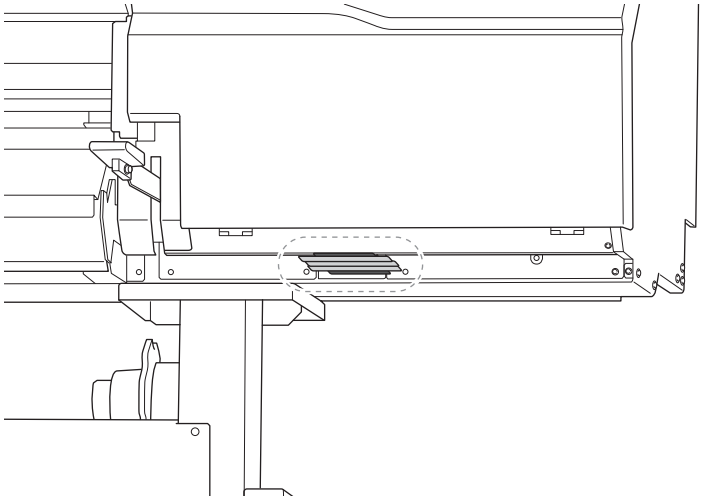



## Step 5: Installing the Drain Bottle

### Procedure

**1.** **Remove the drain pad.**

Discharged fluid used in the inspection when the printer was shipped may remain. Exercise caution.

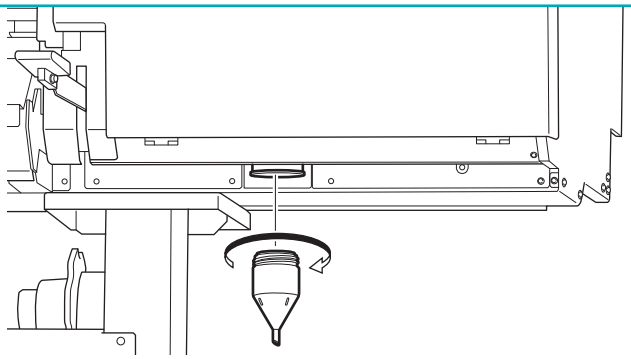


**2.** **Install the drain funnel.**

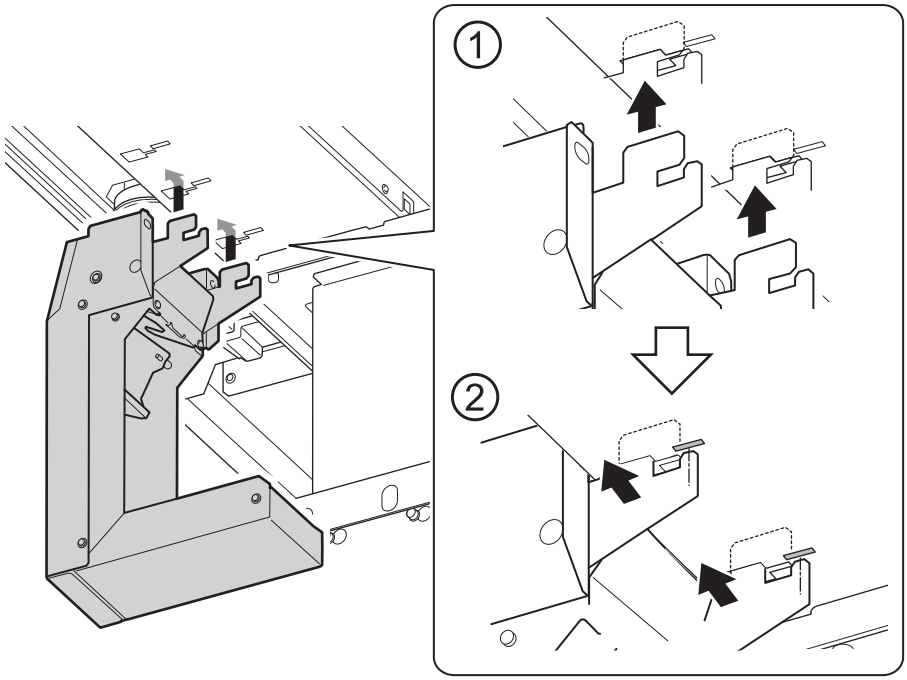
Screw the drain funnel all the way into the hole where the drain pad was attached.

**IMPORTANT**

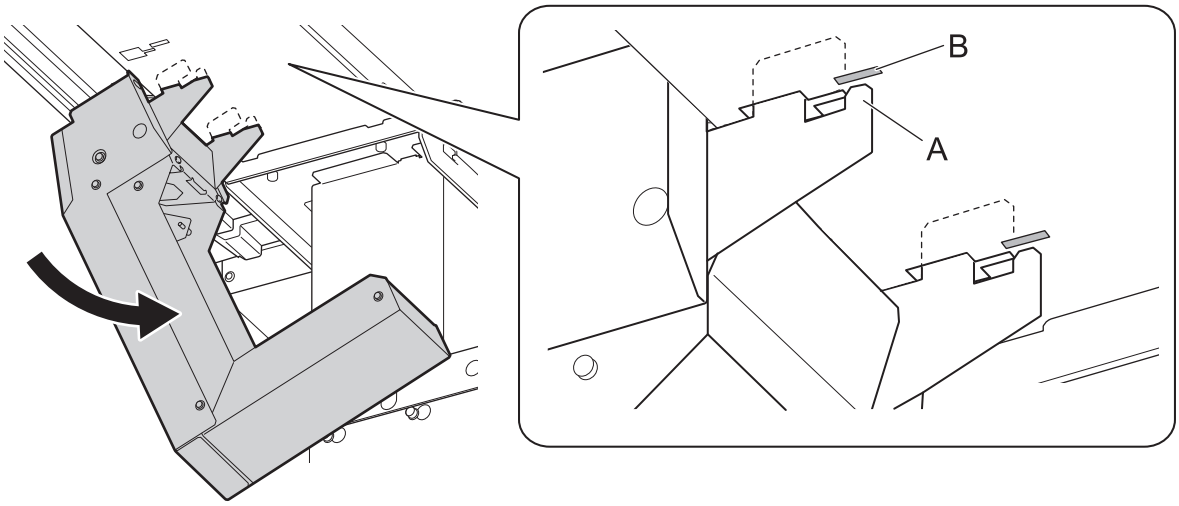
Use caution to turn the bottle without applying excessive force.



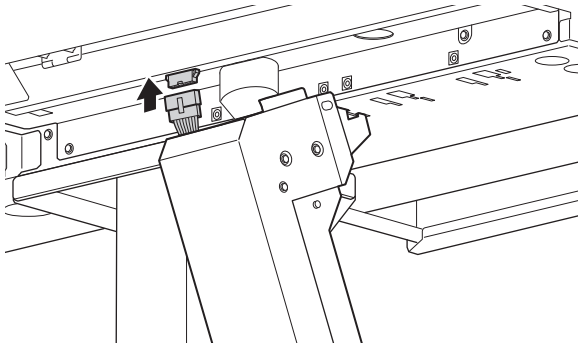
**3.** **Insert the drain bottle stand into the grooves ①, and then slide it in the direction indicated in the figure ②.**




Insert the hooks (A) into the grooves (B), matching the status indicated in the figure.

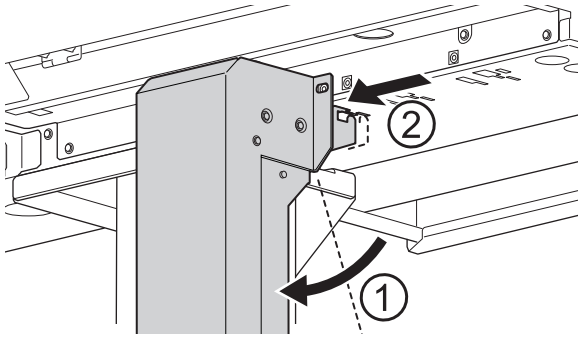



**4.** **Connect the drain bottle stand connector to the unit.**

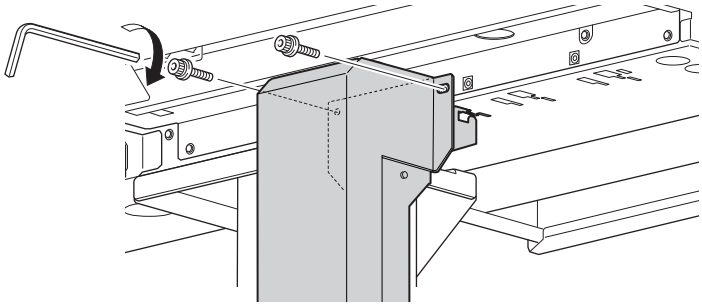


**5.** **Stand up the drain bottle stand so it is vertical ①, and then slide it in the direction indicated in the figure ②.**

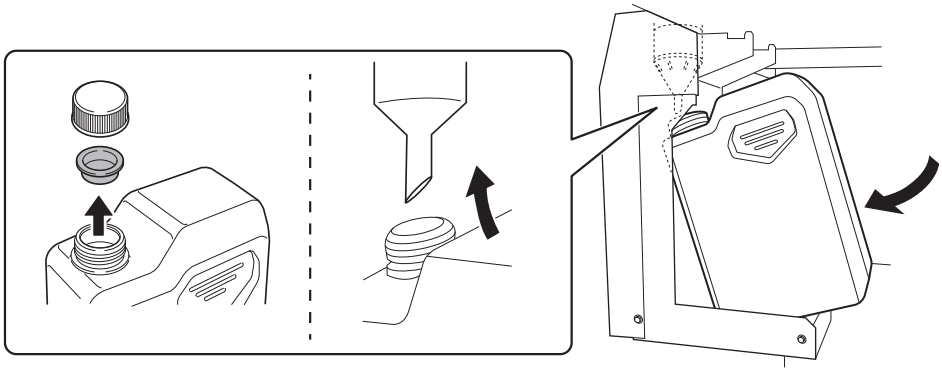
Stand up the drain bottle stand until the hooks come completely free from the grooves.




**6.** **Fully tighten the two bolts to secure the drain bottle stand.**



**7.** **Install the drain bottle in the bottle stand.**



## Step 6: Removing the Retainers

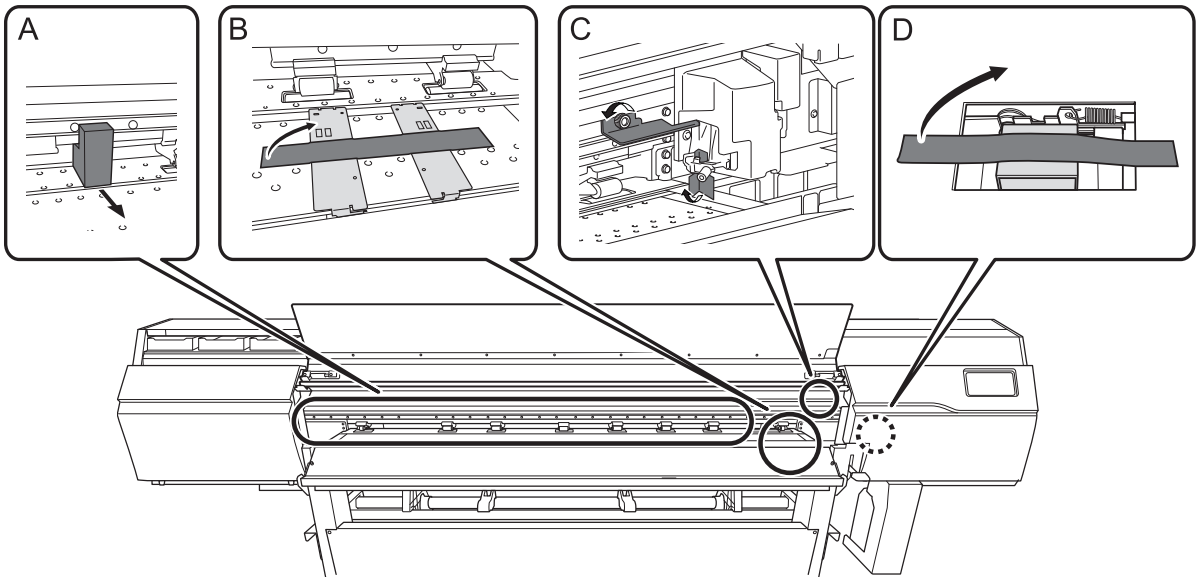
**IMPORTANT**

- Make sure to remove all the retainers. Any that remain may cause faulty operation or breakdown when the power is switched on.
- Store the retainers because they are needed again when transporting the machine.

### Procedure

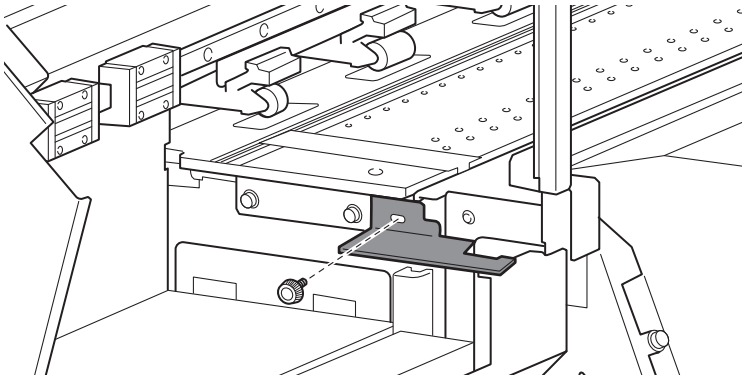
**1.** **Open the front cover.**

**2.** **Remove all the retainers.**




**3.** **Install the retainer indicated by C at the position indicated in the figure for storage.**

Use the bolt removed in step 2.



**4.** **Close the front cover.**

## Step 7: Connecting the Cables

⚠ WARNING

**Perform this task with all power switches left switched off.**
Otherwise sudden movement of the machine may cause injury.

⚠ WARNING

**Connect to an electrical outlet that complies with this machine's ratings (for voltage, frequency, and current).**
Incorrect voltage or insufficient current may cause fire or electrical shock.

⚠ WARNING

**Handle the power cord, plug, and electrical outlet correctly and with care. Never use any article that is damaged.**
Using a damaged article may result in fire or electrical shock.

⚠ WARNING

**When using an extension cord or power strip, use one that adequately satisfies the machine's ratings (for voltage, frequency, and current).**
Use of multiple electrical loads on a single electrical outlet or of a lengthy extension cord may cause fire.

### Procedure

1. **Connect both the power cord and the Ethernet cable (commercially available).**
   - The recommended Ethernet and Ethernet cable are as follows.
     - Ethernet: 1000BASE-T
     - Ethernet cable: Category 5 or higher
   - Use a power plug connector if the electrical outlet is a two-prong outlet.

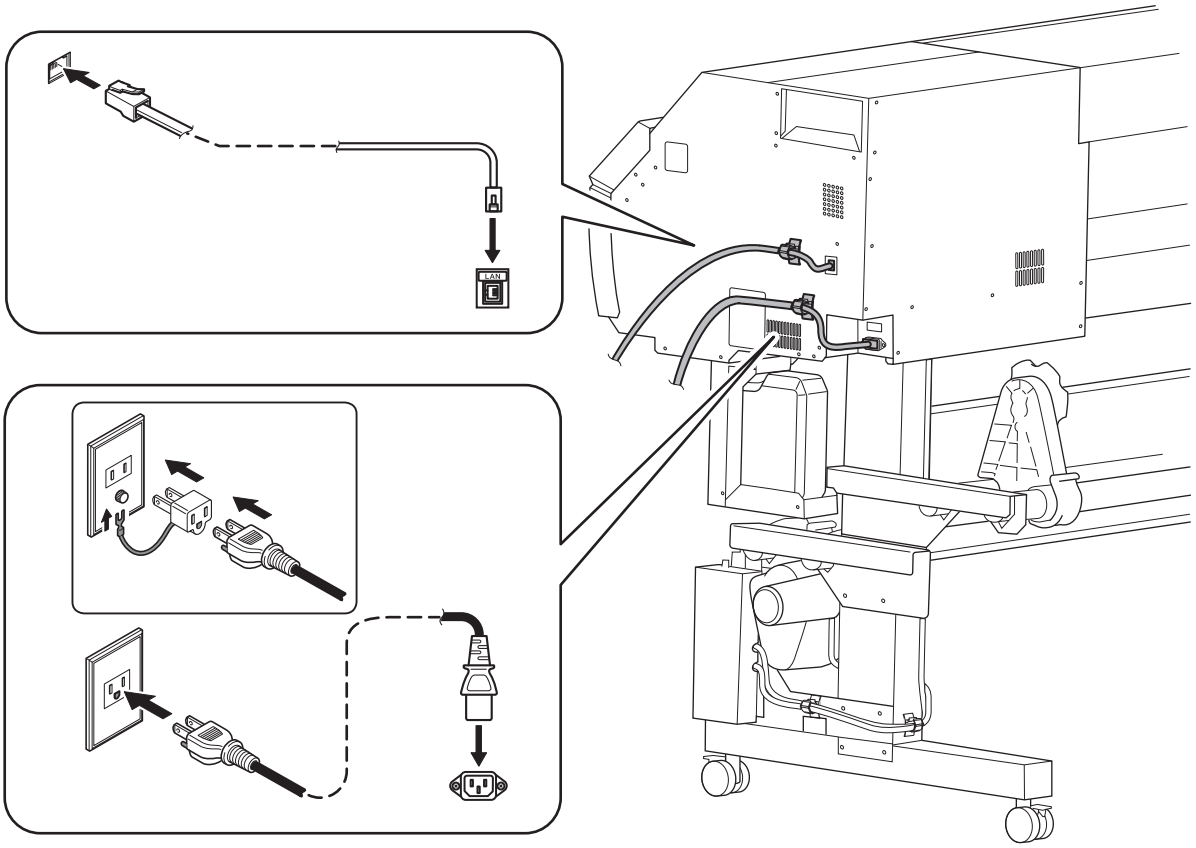
   ⚠ WARNING

   **Connect this machine to an electrical outlet. Never connect this machine directly to a power distribution panel or other such fixed wiring equipment.**
   Doing so increases the risk of fire or electrical shock.

   ⚠ WARNING

   **Connect to ground.**
   This can prevent fire or electrical shock due to current leakage in the event of malfunction.

2. **Use clamps to secure the power cord and Ethernet cable.**


LAN

## Step 8: Preparing the Cleaning Liquid and the Ink

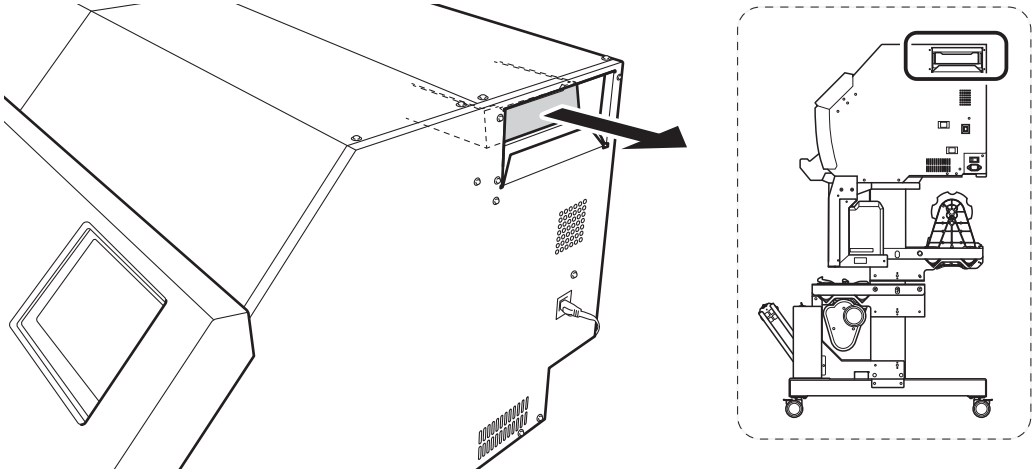
Prepare the cleaning liquid pouch and the ink pouch for each color. Then, set these pouches in pouch trays.

**IMPORTANT**

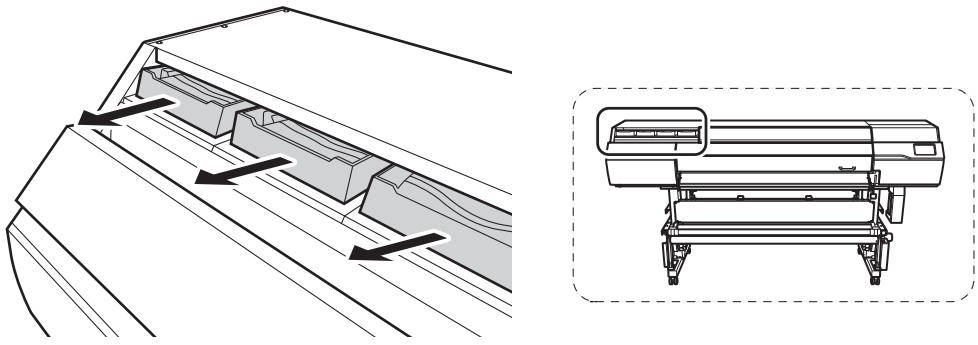
- Be sure to use a new cleaning liquid pouch and new ink pouches.
- Never, under any circumstances, use anything other than the specified type of cleaning liquid or ink.
- The cleaning liquid pouch and the ink pouches must be purchased separately. Contact your authorized Roland DG Corporation dealer or visit our website (https://www.rolanddg.com/).

### Procedure

**1.** **Remove the pouch tray from the cleaning liquid slot.**

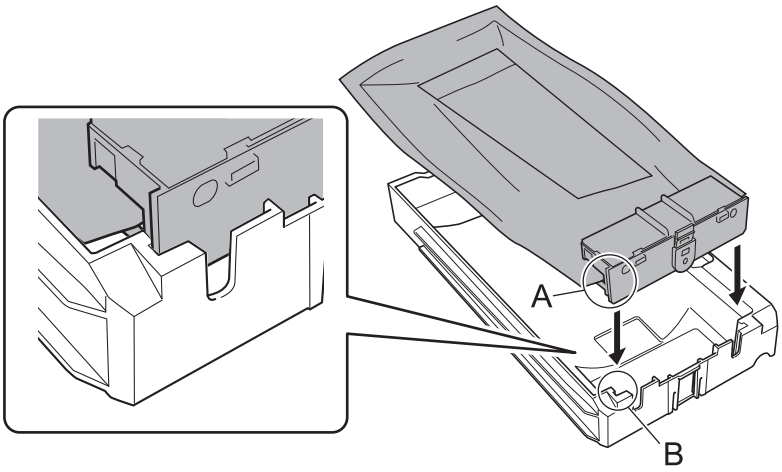


**2.** **Remove all the pouch trays from the ink slots.**

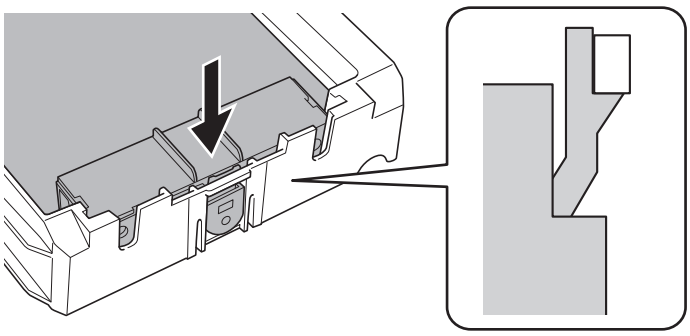


**3.** **Set the cleaning liquid pouch and the ink pouch for each color in the removed pouch trays.**

(1) **Align the protrusion on the pouch (A) with the groove on the pouch tray (B).**




(2) **Push the ink pouch until you hear a click as the hook on the pouch is locked.**

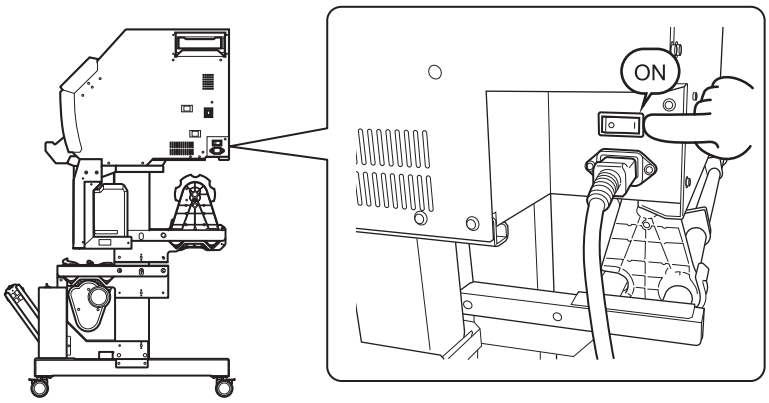


# Step 9: Initial Settings and Ink Filling

## 1. Make the initial settings.

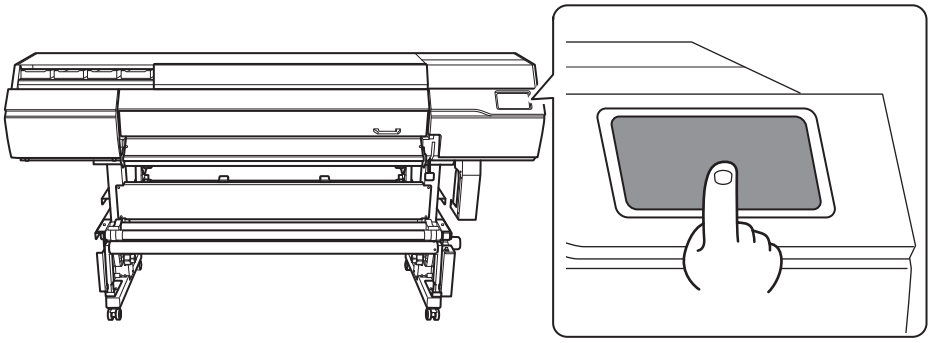
### Procedure

**1.** **Turn on the main power switch.**




**2.** **Tap the operation panel.**

The operation panel turns on, and the **[Language Setting]** screen appears.



**3.** **Tap [Language English].**

MEMO

Default setting: **[English]**

The language selection screen appears.

**4.** **Select the language and tap [OK].**

**5.** **Tap [Save].**

**6.** **The [Units] screen appears. Set the [Length] and [Temperature].**

MEMO

Default settings

- **[Length]**: mm

- [Temperature]: °C

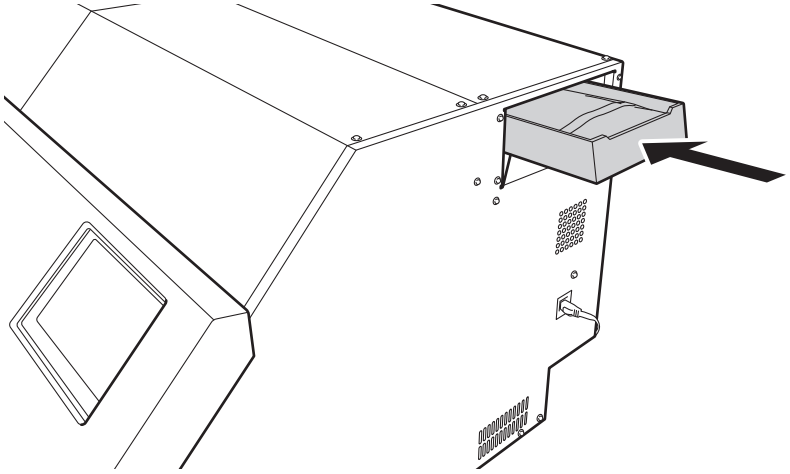
7. Tap [Save].

## 2. Fill the machine with ink and cleaning liquid.

### Procedure

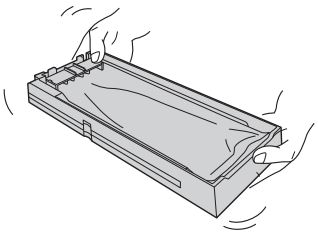
1. **Set the pouch tray in which you have set the cleaning liquid pouch in the cleaning liquid slot.**

   Insert the pouch tray as far as it will go.



2. **Gently shake the ink pouch for each color.**

   The precipitation of the ingredients in the ink disables printing in normal color. So that the ink mixes well, shake the pouch tray horizontally with a stroke length of around 5 cm (2 in.) from each end of the tray.



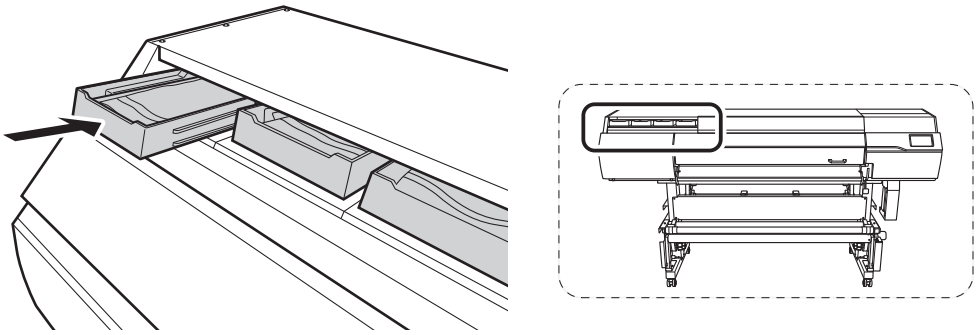
**IMPORTANT**

Do not remove the ink pouches. Shake the entire pouch tray. Removing the ink pouches may lead to the ink leaking.

3. **Set the pouch tray in which you have set the ink pouch in the ink slot.**

**IMPORTANT**

- Do not insert empty pouch trays. Doing so may force air into the ink path and cause printer malfunctions.
- Check the color names indicated on the ink slots and the ink pouches to set all the pouch trays in their correct positions.
- Exercise caution to ensure that the pouch tray labels do not peel off and insert the pouch trays as far as they will go.



[**Ink filling in progress. Please wait.**] appears, and the machine is filled with ink.

**4.** **When the ink filling is complete, the top menu appears.**

# 2. Installing the Cutting Tool

This operation is unnecessary if you will not use the cutting tool. Tighten the cutting carriage screw lightly when no cutting tool is installed. Keeping the screw firmly tightened causes the cutting tool insertion hole to become gradually smaller, making installation difficult.

**⚠ WARNING**

**Be sure to perform operations as specified by the instructions, and never touch any area not specified in the instructions.**
Sudden movement of the machine may cause injury.

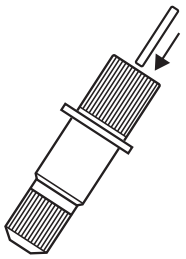
**⚠ CAUTION**

**Never touch the tip of the knife.**
Doing so may result in injury. The cutting performance of the blade will also be impaired.

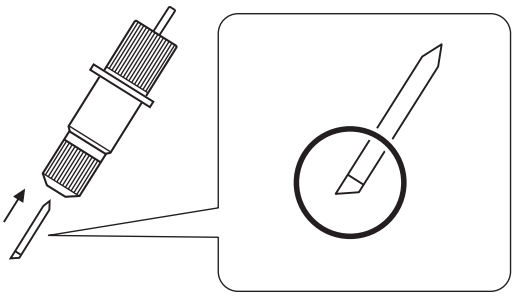
## Assembling the Cutting Tool

### Procedure

1. **Insert the pin.**
   Insert the pin until the tip protrudes about 3 to 5 mm (0.12 to 0.20 in.).



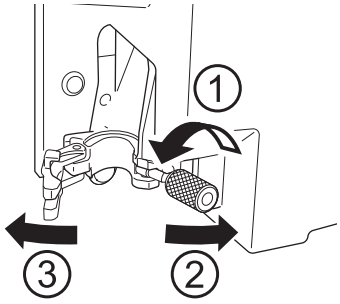
2. **Insert the blade.**
   Insert the blade into the hole so the blade tip is on the outside.

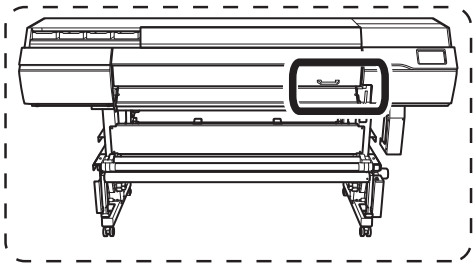


# Installing the Cutting Tool

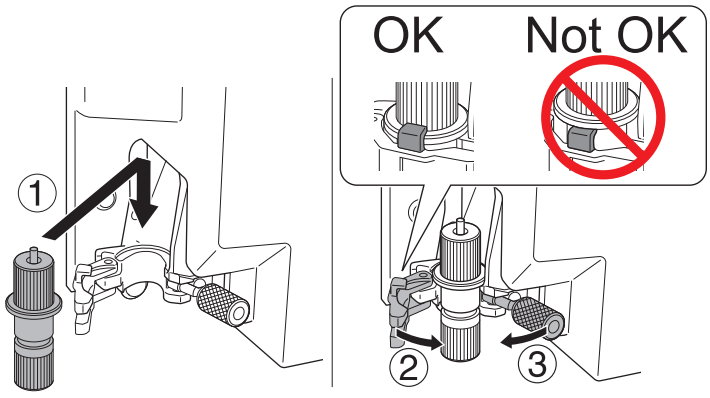
## Procedure

1. Tap .
2. Tap [Maintenance]>[Blade Replacement].
3. Tap [Execute].
   The cutting carriage moves to a position where the blade can be installed.
4. When the message [Open the front cover.] appears on the screen, open the front cover.
5. Loosen the cutting carriage screw in the order shown in the figure.

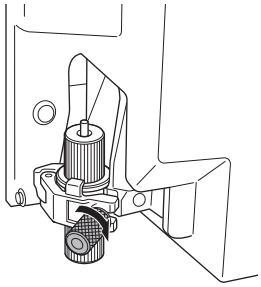


6. Install the cutting tool in the cutting carriage.



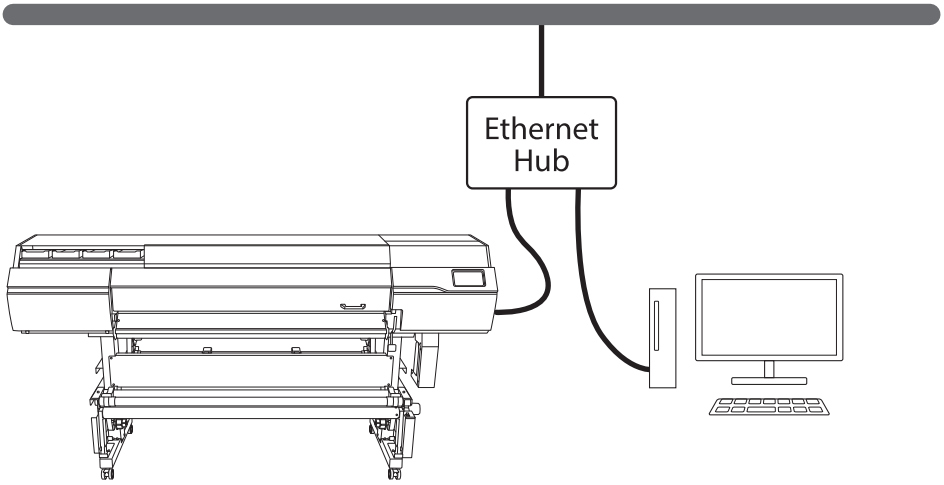

7. Tighten the screw.



8. **Close the front cover.**

9. **Tap [Finish All].**
   This completes the installation of the cutting tool.

# 3. Network Settings




The IP address of this machine can be assigned automatically from a DHCP server. If there is a DHCP server on your local network, no network settings are required. After connecting a LAN cable, carry out 4. Downloading and Installing Software(P. 52) on the computer you are using.

However, if there is no DHCP server, if no DHCP server can be found, or if there is a problem on the DHCP server, the IP address will not be automatically assigned.

If the message [**Connection is requiring too much time. Manually setting the IP address will improve the connection speed.**] appears when you tap , carry out the procedure in the following section to set the network.

Also use the method in the following section to fix the IP address for the destination to output data to from the computer.

- Setting a Fixed IP Address(P. 46)

## Setting a Fixed IP Address

If the automatic assignment of the IP address from a DHCP server fails or if you want to set an IP address that does not change, enter a fixed IP address.

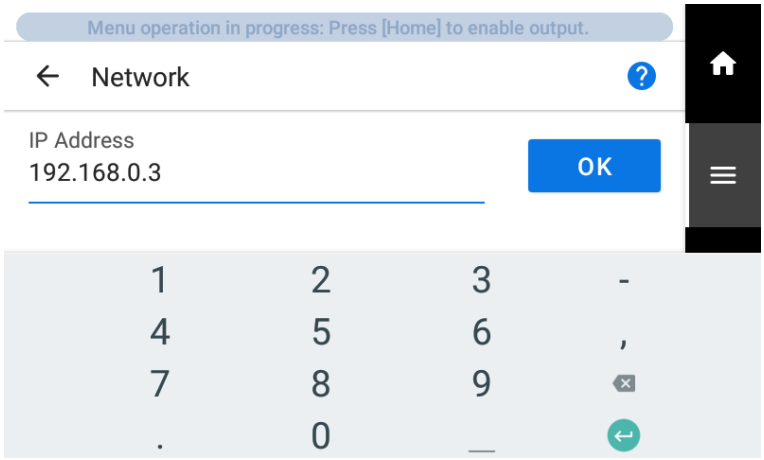
**IMPORTANT**

In an environment where the printer is connected to multiple network devices and the Internet, inappropriate settings will have a large effect on the entire network. For detailed information about the settings, consult your network administrator.

### Procedure

1. **Tap** .
2. **Tap [System Information]>[Network].**
3. **Tap [Obtain IP Address Automatically] to set it to [Disable].**
4. **Tap**  **to the right of [IP Address].**

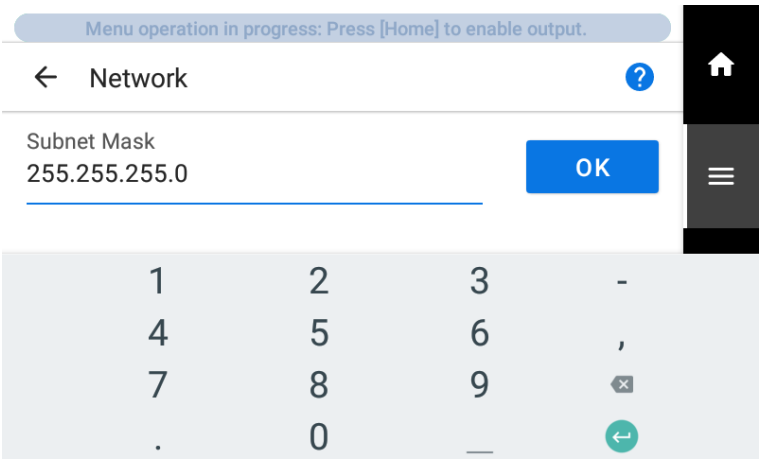
   The numeric value input screen appears.




5. **Enter the IP address.**

   For the IP address, contact your network administrator.
6. **Tap [OK].**
7. **Tap**  **to the right of [Subnet Mask].**

   The numeric value input screen appears.

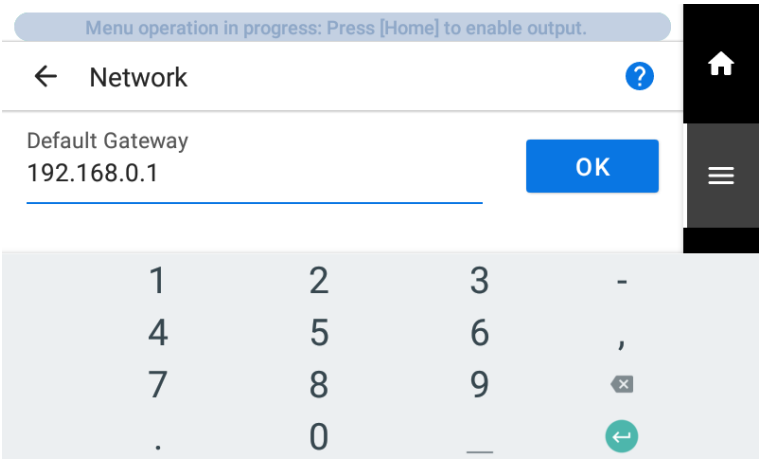



8. **Enter the subnet mask.**

9. **Tap [OK].**

10. **Tap**  **to the right of [Default Gateway].**

The numeric value input screen appears.




11. **Enter the default gateway.**

12. **Tap [OK].**

13. **Tap [Save].**

14. **Tap**  **to go back to the original screen.**

This completes the setting of a fixed IP address. Go back to the home screen. Then, proceed to 4. Downloading and Installing Software(P. 52).

## Setting the Computer's Network

When configuring this machine and the network settings of the computer at the same time, to obtain the setting details, contact the administrator of the network the computer is connected to. Before configuring the settings, you have to prepare the following information.

- Whether to use a DHCP server to set the IP addresses
- The IP address, subnet mask, and default gateway to set on the computer if no DHCP server is in operation or if you will not use a DHCP server to set the IP addresses

### Setting the IP Address on the Computer (Windows)

Use the information you have prepared through discussions with the network administrator to set the computer's network. If you have already set the network, the settings here are not necessary.

**IMPORTANT**

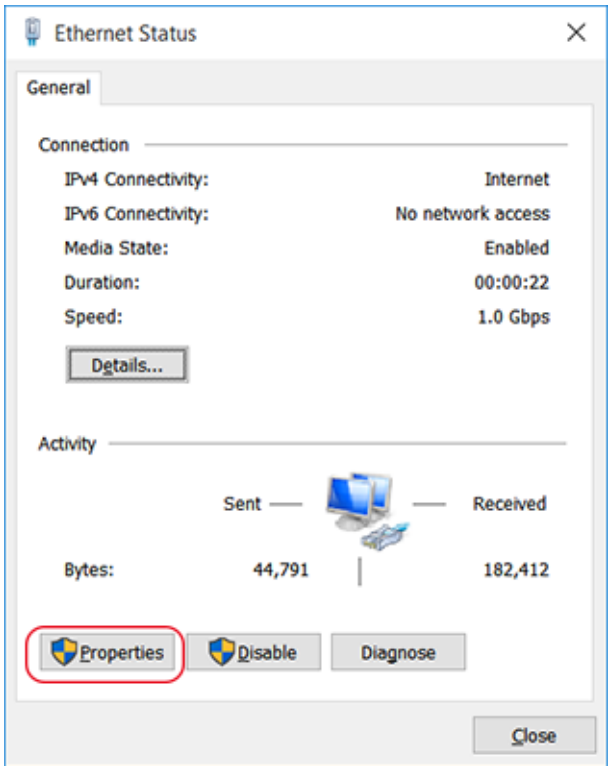
In an environment where the computer being used is connected to multiple network devices and the Internet, inappropriate settings will have a large effect on the entire network. For detailed information about the settings, consult your network administrator.

The method introduced here for setting the network settings applies to the following Windows versions. Even with the same version, the operation steps, button names, and screen titles may differ depending on the OS build.

- Windows 11: Version 24H2
- Windows 10:Version 22H2

#### Procedure

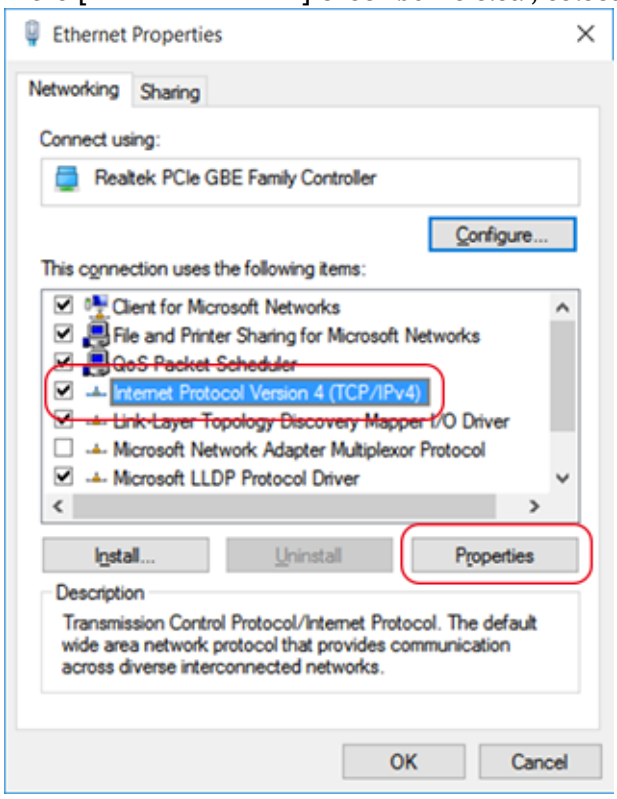
1. **Log on to Windows as the [Administrator] or a member of the [Administrators] group.**
2. **Open Control Panel.**
   Search for "Control Panel" from the taskbar.
3. **Click [Network and Sharing Center].**
4. **Click [Ethernet] or [Wi-Fi].**
5. **Click [Properties].**
   If a [**User Account Control**] window appears, click [**Continue**].




The [**Ethernet Properties**] or [**Wi-Fi Properties**] window appears.

**6.** **Select [Internet Protocol Version 4 (TCP/IPv4)], and then click [Properties].**

If the [**Internet Protocol**] check box is clear, select it.



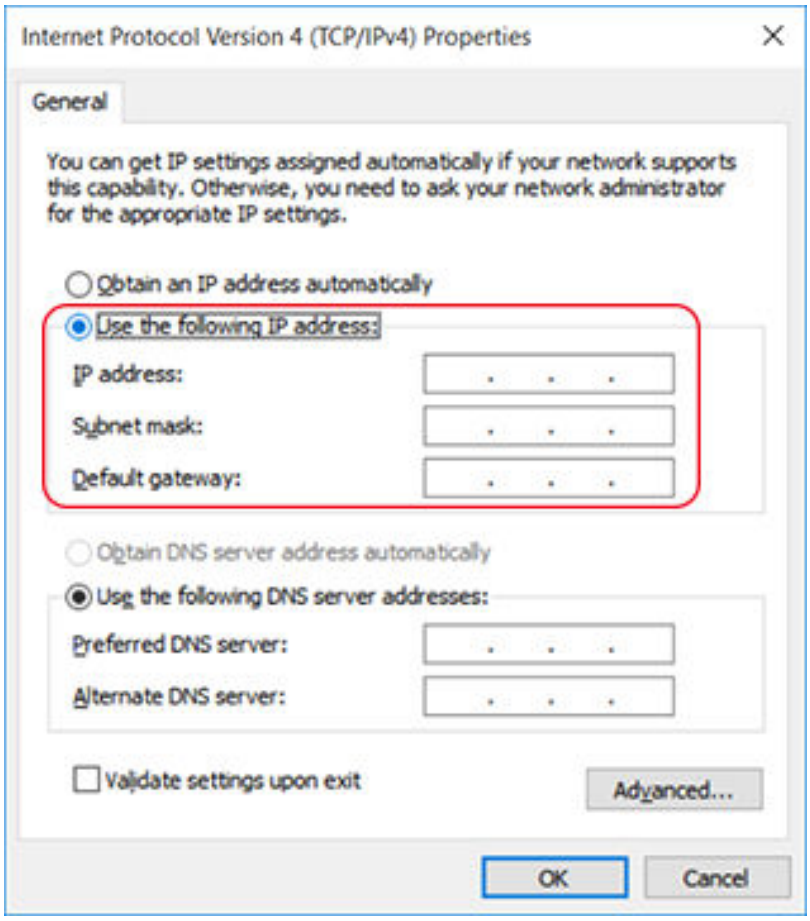

**7.** **To obtain the IP address from the DHCP server, click [Obtain an IP address automatically].**

If no DHCP server is in operation or if you will not use a DHCP server to set the IP addresses, skip this step and proceed to the next one.

**8.** **If no DHCP server is in operation or if you will not use a DHCP server to set the IP addresses, configure the following settings.**

(1) **Click [Use the following IP address].**

(2) **Enter the [IP Address], [Subnet Mask], and [Default Gateway].**




**9.** **Click [OK].**

**10.** **Click the following buttons to return to the original state.**

a. [**Close**] in the [**Ethernet Properties**] or [**Wi-Fi Properties**] window.

b. [**Close**] in the [**Ethernet Status**] or [**Wi-Fi Status**] window.

## Setting the IP Address on the Computer (Mac)

Use the information you have prepared through discussions with the network administrator to set the computer's network. If you have already set the network, the settings here are not necessary.

**IMPORTANT**

In an environment where the computer being used is connected to multiple network devices and the Internet, inappropriate settings will have a large effect on the entire network. For detailed information about the settings, consult your network administrator.

The method introduced here for configuring the network settings applies to the following Mac version. Even with the same version, the operation steps, button names, and screen titles may differ depending on the OS build.

- Mac: macOS 15.2

### Procedure

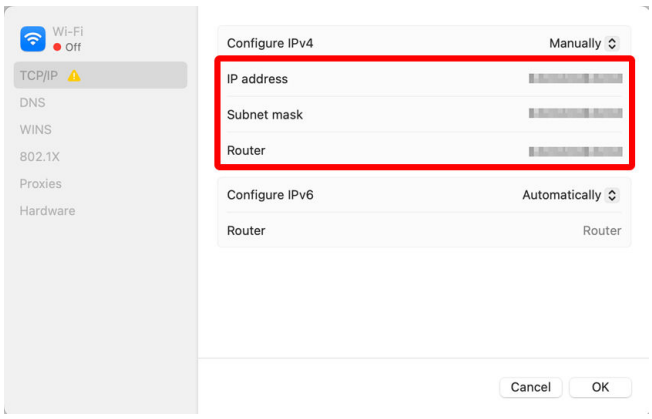
1. **Log on to the Mac as the [Administrator].**
2. **From the Apple menu, click [System Settings...].**
3. **Click [Network]>[Wi-Fi] or the name of the network (when using Ethernet).**
4. **Click [Details...].**
5. **Click [TCP/IP].**
6. **To obtain the IP address from a DHCP server, select [Using DHCP] for [Configure IPv4].**

   If no DHCP server is in operation or if you will not use a DHCP server to set the IP addresses, skip this step and proceed to the next one.
7. **If no DHCP server is in operation or if you will not use a DHCP server to set the IP addresses, configure the following settings.**

   (1) **Select [Manually] for [Configure IPv4].**

   (2) **Enter the [IP address], [Subnet mask], and [Router].**

   Enter [**Default Gateway**] in [**Router**].




8. **Click [OK].**

# 4. Downloading and Installing Software

IMPORTANT

A connection to the Internet is required to download and install the software.

Among the various pieces of software to use with this machine, first download and install Roland DG Connect Hub on the computer to connect to the machine. Then, install the other required software.

## Step 1: Downloading Roland DG Connect Hub

### Procedure

1. **Start the computer and log on as the "Administrator" or an "Administrators" account.**

   Shut down all other programs.

2. **Access the following website on the computer where the software will be downloaded.**

   https://downloadcenter.rolanddg.com/SG3-540#software

   MEMO

   Depending on where you live, you may be asked to complete user registration before downloading the software.

3. **Click [Roland DG Connect / Connect Hub].**

4. **Click [Installer / Updater[20**-**-**]].**

   **[Installer / Updater[20**-**-**]]** is available for Windows and Mac.

   The explanation window for Roland DG Connect appears. Review the information and follow the onscreen instructions to download the file.

## Step 2: Installing the Software

IMPORTANT

A Roland DG Connect Hub setup video is available. This video aids in understanding the flow and details of the settings, so view it before performing setup.
https://downloadcenter.rolanddg.com/contents/software_parts/connect_info_en.html

### 1. Install Roland DG Connect Hub.

#### Procedure

1. **Install Roland DG Connect Hub.**
   - Windows
     a. Right-click the downloaded file [**RolandDG_Connect_Setup.zip**], and then click [**Extract All**].
     b. Click [**Browse**], specify the folder in which to extract the files, and then click [**Extract**].
     c. Double-click [**RolandDG_Connect_Setup.exe**] in the extracted folder [**RolandDG_Connect_Setup**].
   - Mac
     a. Double-click the downloaded [**RolandDGConnectHub-installer.dmg**] file to open it.
     b. Double-click [**RolandDGConnectHub-installer.pkg**].
2. **Follow the instructions in the install wizard to complete the installation.**

## 2. Install the software from Roland DG Connect Hub.

Use Roland DG Connect Hub to install the related software. After the software is installed, you can perform operations such as starting and updating the software from Roland DG Connect Hub.

The method introduced here for installing the software applies to the following versions. Even with the same version, the operation steps, button names, and screen titles may differ depending on the OS build.

- Windows 11: Version 24H2
- Windows 10: Version 22H2
- Mac: macOS 15.2

### Procedure

1. **Start [Roland DG Connect Hub].**
   - Windows

     Click the **[Roland DG Connect Hub]** icon in the notification area.
   - Mac

     Click the **[Roland DG Connect Hub]** icon on the Dock.

   MEMO

   When using Windows, if you have cleared the [Launch Roland DG Connect Hub] checkbox in the Roland DG Connect Hub setup wizard, start the software from the [Start] menu after setup finishes.

2. **Refer to the Master Initial Setting Guide to perform the following operations.**

   https://downloadcenter.rolanddg.com/contents/software_parts/connect_info_en.html

   a. Create a Roland DG Connect ID.

      If you already have an ID, proceed to the next step.

   b. Configure the Connect Hub settings.

3. **In the main window, select the machine to use.**

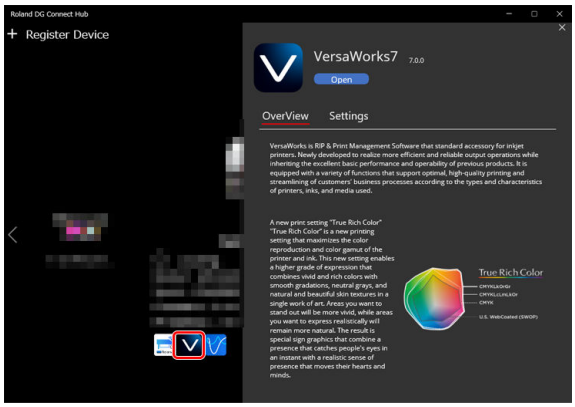
   MEMO

   If the printer to register cannot be found, see the "Roland DG Connect Help."

   https://support.rolanddg.com/hc/en-us/categories/6469527154585-Roland-DG-Connect

4. **Click the software icon.**

   A sidebar appears on the right side of the window.




**5.** **Click [Install].**

The software installation starts.

To install multiple pieces of required software, click the icon for each piece of software in the same way.

When all the software to use is installed, the procedure is complete.

## Step 3: Setting the Software RIP

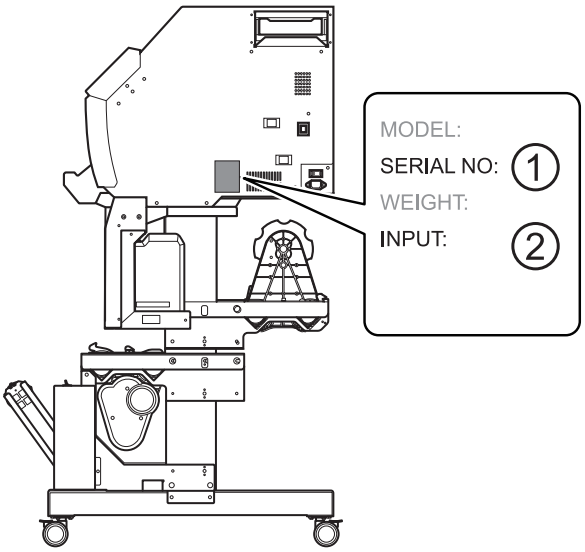
For information on how to connect the printer after installing VersaWorks, see the Installation Guide.

# Appendix

Location of the Power Rating and Serial Number Label ..... 58
Specifications ..... 59

# Location of the Power Rating and Serial Number Label

**Right Side**




| | |
|---|---|
| ① | Serial number<br>This number is required when you seek maintenance, servicing, or support. Never peel off the label. |
| ② | Power rating<br>Use an electrical outlet that meets the requirements for voltage, frequency, and amperage given here. |

# Specifications

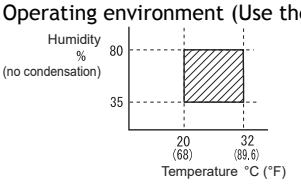
| | | SG3-540 | SG3-300 |
|---|---|---|---|
| Printing method | | Piezo ink-jet method | |
| Media | Width | 295 to 1.371 mm (11.7 to 54 in.) | 182 to 762 mm (7.2 to 30 in.) |
| | Thickness | Max. 1.0 mm (39.3 mil) with liner, for printing<br>Max. 0.4 mm (15.7 mil) with liner and 0.22 mm (8.6 mil) without liner, for cutting | |
| | Roll outer diameter | Max. 250 mm (9.8 in.) | |
| | Roll weight | Max. 35 kg (77 lb.) | Max. 30 kg (66 lb.) |
| | Core diameter | 76.2 mm (3 in.) or 50.8 mm (2 in.) | |
| Printing/cutting width[*1] | | Max. 1,346 mm (52.9 in.) | Max. 736 mm (28.9 in.) |
| Ink | Type | TrueVIS INK 500 ml pouch | |
| | Color | Four colors (cyan, magenta, yellow, and black) | |
| Printing resolution (dots per inch) | | Max. 1,200 dpi | |
| Cutting speed | | 10 to 300 mm/s (0.39 to 11.8 in./s) | |
| Blade force[*2] | | 30 to 500 gf | |
| Blade | Type | Roland CAMM-1 series blade | |
| | Offset | 0.000 to 1.500 mm (0.0 to 59mil) | |
| Software resolution (when cutting) | | 0.025 mm/step (0.98 mil/step) | |
| Media heating system[*3] | | Print heater set temperature: 30 to 45°C (86 to 113°F)<br>Dryer set temperature: 30 to 55°C (86 to 131°F) | |
| Connectivity | | Ethernet (100BASE-TX/1000BASE-T, automatic switching) | |
| Power-saving function | | Automatic sleep feature | |
| Rated input | | 100-120/220-240 Va.c. 50/60 Hz 8.0/4.1 A | 100-120/220-240 Va.c. 50/60 Hz 5.4/2.7 A |
| Power consumption | During operation | Approx. 1,090 W | Approx. 710 W |
| | Sleep mode | Approx. 50 W | |
| Acoustic noise level | During operation | 63 dB (A) or less | |
| | During standby | 53 dB (A) or less | |
| Dimensions (width × depth × height) | | 2,632 × 748 × 1,320 mm<br>(103.7 × 29.5 × 52.0 in.) | 2,022 × 748 × 1,320 mm<br>(79.7 × 29.5 × 52.0 in.) |
| Weight | | 183 kg (404 lb.) | 150 kg (331 lb.) |
| Environment | During operation[*4] | Temperature: 20 to 32°C (41 to 104°F), humidity: 35 to 80%RH (no condensation) | |
| | Not operating | Temperature: 5 to 40°C (41 to 104°F), humidity: 20 to 80%RH (no condensation) | |
| Included items | | Dedicated stand, power cord, media take-up unit, media holders, separating knife, replacement blade, cleaning liquid, drain bottle, User's Manual, software (VersaWorks, Roland DG Connect), etc. | |

*1 The length of printing or cutting is subject to the limitations of the program.

*2
- 500 gf is the maximum instantaneous blade force.
- The blade force must be adjusted according to details such as the media thickness.

*3
- Warm-up is required after power up. This may require 5 to 20 minutes, depending on the operating environment.
- Depending on the ambient temperature and the media width, the set temperature may not be reached.

*4 Operating environment (Use the machine in an operating environment within these ranges.)




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