

## Frequently Asked Questions

### EagleProof&Dot3.5

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 **Beijing Founder Electronics Co., Ltd.**

No. 9, 5th Street, Shangdi Information Industry Base  
Haidian District, Beijing 100085, People's Republic of China  
Tel: +86 10 62981440 Fax: +86 10 62981440  
[www.founder.com.cn](http://www.founder.com.cn)

## Installation

Q: Does the Eagle Dot software run on Dual Processor CPU or Dual core CPU Processor machines?

A: Yes, Dual CPU runs faster for sure.

Q: There is an error message saying that the software is going to expire in one day and it was installed about one month ago, is it possible to extend the time?

A: Yes, it is possible; please request a key for Founder's sales. Then, please copy the key.txt to your EagleDot's bin folder.

Q: If I copy the Epson template from EagleProof3.1 or EagleDot3.1 to EagleProof3.5 or EagleDot3.5, the resolution will be changed to 300\*300DPI, why? How will I do?

A: Because the resolution parameter of old Epson template is different from new parameter, so the resolution will change in this case, and you can select one resolution that you want to use.

Q: EagleDot did not open the program and update the font list like it does when the installation is successful.

A: please follow below instructor.

- Right click My Computer and select Properties;
- Go to Advanced; Click Settings on Performance pane;
- Select Data Execution Prevention;
- Select the second option on the Windows, and then click Add button and add ...your EagleDot3.5 path\Bin\EagleDot.exe into the list, then Click OK.
- Start EagleDot.

## Input

Q: Any possible way that we can make these steps as once by using template or any other setting, it will directly generate, export the EagleRIP V8 or EagleRIP4.0 file and ready for EagleDot to print the files?

A: Yes, user can make it at one time. The way is to use hot folder. Please do it according to below steps.

- Set up the hot folder in the template of EagleDot. Refer to Hotfolder1.bmp. Select "EagleRIPV8 files"; Select a hot folder; set up a suitable time in "Waiting Time". Let me explain the "Waiting time" on the end.
- Enable the hot folder from "System Setting" in EagleDot Menu. Refer to Hotfolder2.bmp and Hotfolder3.bmp.
- Export bitmap into the hot folder of EagleDot from EagleRIP4.0.

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- “Waiting Time”: EagleDot will submit the job after it has waited for the time which is filled in “Waiting time”. So if there is a separation which has not been generated into the hot folder once the time is up, EagleDot will submit the job without waiting the other separation. In this case, there is a separation or one more which is lost for output. I mean you need ask the customer how long is the maximum time that EagleRIP exports a usual job in customer site. You need to input the suitable time in the “Waiting time” box.

Q: My EagleDot has rip option, why can't I find out the input files from Open Window sometime?

A: If you select “All Files”, you cannot see the raster jobs.

Q: Why is a file which was put into the hot folder later than the other files handled by EagleDot\Proof first?

A: The order of submit file from hot folder to queue of EagleDot\Proof is depended on the order of letter instead of the time when the file was put into hot folder.

Q: Can EagleDot3.5 handle FMP from EagleRIP4.0?

A: They need to select EagleRIP V8 file in Open of EagleDot3.5, and we suggest you to use composite job (composite PS, PDF, Tif and EPS).

Q: can you show me how to set up Custom Name Rule?

A: please refer to attached EagleDot-NamingRuleSample.pdf.

## Color

Q: How many spot colors in every page can Eagleproof\Dot handle?

A: 27 spot colors.

Q: Which mode of Descreening is best if I use EagleDot to output the raster files which are from Founder's RIPs and Workflows.

A: We suggest to select “Sharp”.

Q: Which color mode is suitable to Newspaper?

A: We suggest you to use 4 Color.

Q: Which Black ink of Epson do you suggest if there is more than one Black ink on the printer?

A: We suggest you to use Matte Black due to Photo Black looks a little yellow on it.

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## Output

Q: When I select the 'Auto Cut' on 'Printer Setup\Advanced Parameter' with Epson10000, and output many Feed Paper test job, why the printer monitor of Windows will appear error 'Print job failed' but output successfully?

A: If the other jobs in the queue of Windows Print Job List, and the time of current job spent on cutting paper is too long, then some jobs is time expiry, so the printer monitor of Windows considers error happened.

Q: Why can't the TIF file with Japanese file name be output? How will I do?

A: You should set the language to Japanese in 'Windows Control Panel\Regional and Language Options\Language'.

Q: When I output the JPEG file from digital camera, why did I get a mistaken image size?

A: Because the format of JPEG file from digital camera is just with pixel, when the JPEG file input EagleProof\Dot, the resolution will be processed as 300DPI, so the size will be changed, in this case, you should check the resolution of JPEG file in Photoshop first.

Q: Why will it output wrong black line on both sides if input 1-bit tif is negative?

A: It is caused by trim bitmap and it can not be solved.

Q: Can I connect to two different type devices with an EagleDot\Proof?

A: Yes, you can do it, however, if you output a job to a device and it has not been finished, meanwhile, output a job to another device, and then the second job will be failed.

## Other

Q: If the spot color name is not English character, it cannot be outputted, how can I solve it?

A: Please install involved language in OS.

Q: When I output a job, there was error display saying "Linear Buffer Error", how can I output it?

A: Please confirm if they have selected one linearization curve in the printer Setup->Color Mode->Calibration.

Q: When I output the remark and Color Bar mark, why did I only get Color Bar or nothing?

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A: If the paper size is no big enough so that only job content can be printed but probably some Marks will be lost.

Q: Why can't I see the spot color in Color Replace list?

A: You must add the sport color in Spot Color Table first, and then you can see it.

Q: My EagleDot\Proof becomes slow after some days, how can I improve it.

A: The reason is there are many frags on hard disk due to EagleDot\Proof read and wrote it many times. So if you restart EagleDot\Proof, the speed can be restored.

Q: Would you give me a sample to show how to make Name Rule in EagleDot?

A: Please look at the attachment NamingRuleSample.pdf.

Q: My DTP41 cannot be used with EagleDot\Proof, how can I solve it?

A: Please check if the cable of DTP41 is not put on COM1 of computer. If it is not, please switch to COM1.

Q: If I increase Halftone Level of EagleRIP from 256 to 4096, can I get better screen in EagleDot?

A: no, screen quality is same on this way.

Please use Acrobat 7.0 or above to read this document.

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