

Installation Guide:

Ricoma Revel

Direct-to-Film Printers



Software Installation

Please note: Operating the machine before completing the training will **VOID your warranty**.

Once you have received your Ricoma Revel DTF Printer, please complete the following checklist and send us the pictures requested as a reply to this email.

Software Installation Checklist:

- **Uncrate Printer and Shaker:** Ensure the printer and shaker are uncrated. Ensure that you have appropriate space to install the shaker in front of the printer, as well as space behind the printer for easy access. Please take clear pictures of the uncrated printer and shaker and attach them to your reply. Do not throw away the box after uncrating. Keep them safely stored until the setup and testing process is complete.
- **Computer Requirements:** You will need a computer (preferably a laptop) to be placed near the printer, meeting the following specifications:
 - Windows PC
 - Intel Core i5 processor or newer
 - At least two USB slots
 - Ethernet port or an adapter
- **Microsoft Teams:** To facilitate smooth communication during the software installation class, please download and install the Microsoft Teams app on your computer using the following link:

[Microsoft Teams Download](#)

Completing this checklist will prepare you for your upcoming software installation training. Once you have completed the above tasks, please email us and we will send you a link to schedule your class.



Quick Reminder: Please ensure that you are working on **installing the 220-volt plug** for your printer. A reference picture of the required **220-volt plug** is attached to this email. Start working on this installation to have it ready in time for your on-site training session, as it will be required to schedule it.

Software Installation (Cont'd)

Please note: **DO NOT** throw away the crate your printer and shaker come in until you have completed the setup and testing process.

Your **Customer Portal** is your go-to resource for tracking purchases and accessing additional support. Your email address serves as your username, and you can reset your password if you can't locate the initial welcome email.

Software Installation: To commence the machine training, you'll need to install two essential software packages. These are integral to the seamless operation of your machine.

Once the installation is complete, please contact us at your earliest convenience.

Next Steps:

- **Software Installation:**
 - Install the required software packages on your computer.
 - If you encounter any challenges during the installation process, don't hesitate to contact our service team for assistance.
- **Schedule Machine Training:**
 - Once your software is successfully installed, reach out to us promptly to schedule your machine training.
 - We recommend scheduling the training at your earliest convenience to ensure a timely and smooth learning experience.

Computer Requirements

Before initiating the software installation, please ensure that your computer meets the following requirements:

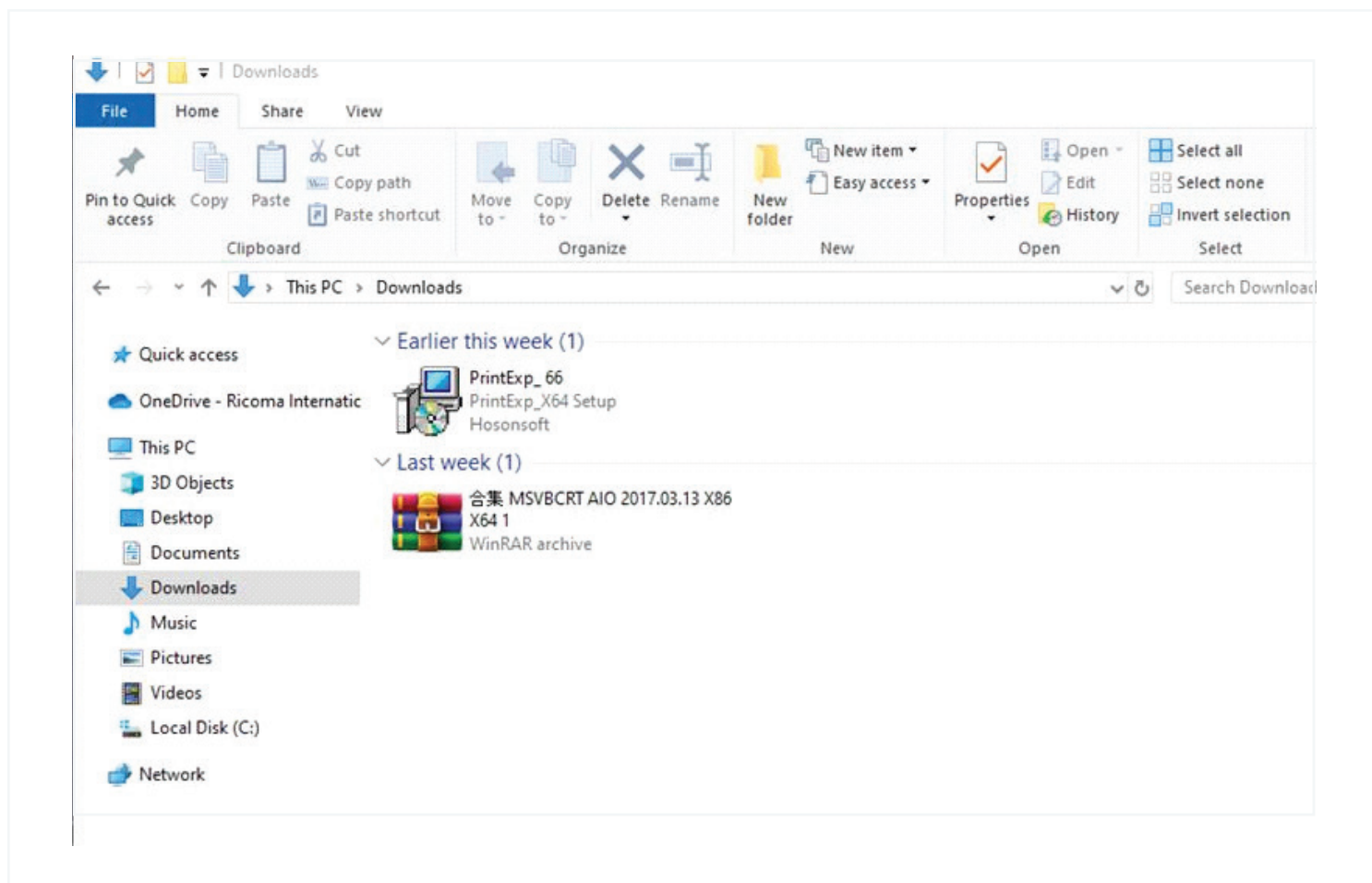
- Windows PC
- Intel Core i5 processor or newer
- At least two USB slots
- Ethernet port or an adapter

Please see below how to download and install PrintEXP

The software is linked in the document named PrintExp_66.exe.

If PrintEXP gives you an error while opening, use the file linked in the document named MSVBCRT AIO 2017.03.13 X86 X64 1.

Once downloaded, please open the Downloads folder on your computer.



Computer Requirements (Cont'd)

Once you have downloaded the files and located the Downloads folder, please follow the instructions in this video to install your software: [PrintEXP Install Video](#)

Once PrintEXP is opened, you will need to download and install **VividRIP**.

This software can be downloaded from your Ricoma Customer Portal. Login to your customer portal at customer.ricoma.com

You will need to enter your customer portal using the email address you used to purchase your machine. If this is your first time accessing the Customer Portal, please enter the email address used to purchase the machine and press the **Forget Password** button to create your password.

Once inside the Customer Portal, go to **My Product > VividRip**. Then, scroll down and click **Download**.

The screenshot shows the Ricoma Customer Portal interface. On the left is a navigation menu with items: Dashboard, My Products (highlighted with a red box), Pre-Training, Post-Training, Training Schedule, My Orders, Transaction History, and Referral Rewards. The main content area is titled 'MY PRODUCTS >> VividRIP Software'. It features a central image of a computer monitor displaying a software interface. To the right of the monitor is a white box titled 'VividRIP Software' with the following text: 'Ricoma VividRip Software intuitive and easy to use. Edit and customize your designs to prepare them to print. Windows & Mac compatible. One activation license included for one device.' Below this text are two input fields labeled 'SERIAL NUMBER' and 'ORDERED'. At the bottom of the page is a 'Resources' section with three buttons: 'Download Software' (highlighted with a red box), 'Download Quick Start Guide', and 'VividRIP Quick Reference Guide'.

Installing VividRIP on Windows

Video for installing on Windows: [Installing VividRip](#)

The Website will automatically determine your OS and download the appropriate version (The program should download automatically).

1. Open Windows Explorer and navigate to your Downloads folder.
2. Double-click on the VividRip Install file to open the setup window.
3. Now, click **Next** to proceed, and select **Install**.
4. After completing the installation, click "Finish" to close the installation wizard.
5. Double-click on the VividRip desktop shortcut that was created.
6. Complete the Activation form, which requires your name, company name, phone number, and email.
7. Input the serial number provided at the time of purchase. (Include dashes in between groups of characters).
8. Click **Activate** and select **No** when prompted to activate another software (VividRip should open automatically).

Once your software has been installed, you can sign up for training after verifying you have the following:

- **Electrical Outlet**
- **Software installed**
 - VividRIP
 - PrintXP
- **Machine Assembled**
 - Roller Rails
 - Output Rollers
 - Waste Ink Container
 - Paper Sensor
- **Image Downloaded**
- **Heat Press** (Please have this plugged in and ready for pressing on the day of your training.)
- **White & Black Blank Shirts**
- **Scissors**
- **Tape**
- **Screwdriver Phillips**
- **Allen Wrenches**