

TO: WMI Authorized Dealers

FROM: White Mountain Imaging, Technical Support

DATE: May 24, 2011

SUBJECT: Image quality with Prima RU connected to Flash IIP Console

Product:

FUJI Prima RU (cr-ir 391) attached to FCR Flash IIP Console

Symptom:

Poor image quality: Excessive grain and "lines" (appear to be scan lines or grid lines) on images. Adjusting technique and making QA adjustments do not resolve the issue.

Resolution:

In IIP Service Utility > Setup Configuration Item > SYSTEM CONFIG > IMAGE MODALITY, Item #21 must be set to "2: N:N (not use IP barcode)"

The "2: N:N (not use IP barcode)" setting should resolve the scan line issue. To take it a step further though and insure that the entire connection between the IIP and the Prima is complete, please also perform the following procedure...

1. Browse the contents of the FCR Prima Application CD (RUPCTool CD) and double-click the file Change_MSG.bat in the root of the CD
2. In the DOS window, enter "1" (Change Hobbit_MSG to IIP_MSG) and press the [Enter] key
3. At the confirmation prompt, enter "Y" and press the [Enter] key
4. Press any key on the keyboard to complete the process and close the window
5. Reboot the FCR Prima to complete this procedure

The above is documented in ECN 2009-E-0256.

