

Thank you for your interest in our World of Fiery Webinar, this FAQ answers the questions from the session. If you would like to view it again or share it, please access the [recording of the webinar here](#).

### **What is the difference between Fiery Graphic Arts Package, Premium Edition and the Productivity Package?**

Fiery Graphic Arts Package, Premium Edition is an option for stand-alone (also known as external) Fiery servers. The Fiery Productivity Package is an option for embedded (sometimes known as bustled) Fiery servers. In terms of feature comparison, the Fiery Productivity Package contains a subset of the features available in Fiery Graphic Arts Package, Premium Edition. One notable difference is that Fiery Preflight is not available in the Fiery Productivity Package. For more information on the Fiery Productivity Package, please visit <http://www.efi.com/productivitypack>. Do note that the specific feature set does differ by Fiery server model. See specific information under "[Supported Printers](#)." For more information on Fiery Graphic Arts Package, Premium Edition, please see the brochure posted on the landing page for the September 14 World of Fiery webinar. You can also visit the EFI [web page](#).

### **What is PDF/X-4?**

PDF/X-4 was developed by the Ghent Working Group (GWG). It is designed to standardize the way transparency blends render on an output device so that the appearance of the print will match what the designer intended. If you are having trouble matching your customer's expectations when you print files with transparency, you might consider moving to a PDF/X-4 workflow where they use this setting when saving the PDF from InDesign or other design applications and you set up the Fiery server to properly process PDF/X-4. This requires a Fiery external server version FS100 Pro or newer.

### **Randomly getting font issues throughout certain jobs; we are not getting any printer errors. When viewing job on Adobe Acrobat it looks okay. Why are we getting garbled text?**

Does preflight show a missing font (either the Graphic Arts Package, Premium Preflight or the preflight software you normally use)? For this problem, it would be best to post it on the [Fiery Forums](#) so we can get a sample file from you and try it here.

### **Getting random sheets which are a fainter color than the page before and after. Engineer replaced all color sensors and serviced the printer, but still getting same results. Engineer then reinstalled the Fiery and installed updated patches, and then the issue went away, until 6 months later the issue came back. The engineer reinstalled everything again. Why is this happening? Have we got to reinstall everything every 6 months?**

This is not expected. Please have the press manufacturer escalate this to EFI for a fix. If you want to post it on the Fiery Forums [here](#) some other users may have suggestions, but this behavior is not seen or expected on any Fiery Driven print system.

### **We are getting complete black out on the image and half the colored text are coming out black. When printing this A4 image 2 up on A3 sheet it only happens on the right side of sheet. We have 3 Fiery Konica Minolta printers, this issue is only on our newest printer (Konica 1100), and the other 2 we don't get this issue. All our Hot Folders are set the same?**

This sounds like it may be a matter of some setting affecting this page differently on one system. We need to see samples. Please post on the Fiery Forums [here](#) and we will follow up with you to get the file that does this and the config sheets for each Fiery.

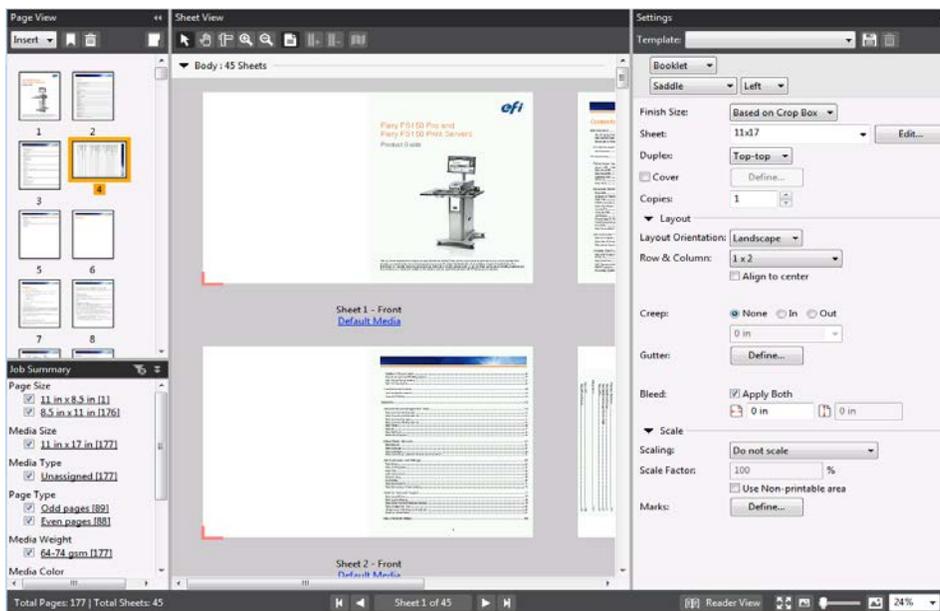
### **How can we tell the difference between color issues caused by the paper being used while printing and color issues caused by a machine based issue?**

Assuming you have made a calibration and profile for a particular type of paper, print a sample job or page on that paper with your profile. Save the prints. Archive the job on the Fiery server. If you see a color change on a different paper, run the archived job on the original paper after re-calibrating. Take out the saved print. If it looks the same then the problem with the other paper is in fact the paper and you need to make a calibration and profile with it. If it looks different then the printer has shifted and you need to call

service. You'd save a lot of the manual work if you implemented a color verification workflow where every day after you calibrate you print a color bar on the paper you've calibrated and measure to see if it matches your shop references (SWOP, GRACoL, PSO, etc). Then if it doesn't one day you know immediately there has been a shift and if the primary colors are way off you need to call service.

### **When sending a file to a Hot Folder/Fiery on the printer and then imposing, and viewing the left side where it says "page view", the orientation is mixed up (landscape and portrait together). Is there a setting we can save in Acrobat or in the Hot Folders so it's only set for one orientation?**

Fiery Impose currently doesn't have a way to set one page orientation for an entire job. We are looking at offering this capability along with the ability to automatically rotate pages based on that set page orientation in our next release. For the time being, you can detect the mixed orientation using Job Summary panel (under the Page View) – Page Size in Fiery JobMaster. To fix the orientation, you can use Edit Page in Fiery JobMaster to rotate pages to the correct orientation.



### **How can I get rid of color banding on full color solid prints?**

Enable Image Smoothing on the Image tab of Job Properties. Calibrate the Fiery server with a spectrophotometer. Experiment with using a different screen; a high line ruling screen at 1200 DPI will band much worse than a dot screen run at 600 DPI, especially if you choose the smoothest dot screen. This is usually not the highest LPI one, high LPI is great for detail but bad for gradations. You can cheat by looking up your Fiery server and press on the IDEAlliance Certified Systems [page](#). Get the Application Data Sheet (ADS) for your press and read section 4. The screen used for the certification is usually the smoothest screen on the system.

### **How can I flatten transparency at the RIP? This is an issue for me when I do a VDP job with overlays. I get black boxes where a transparency resides.**

This has everything to do with the workflow. If you are using PDF/VT, then the Fiery DFE should flatten it in most cases. If you are using PPML 2.2 or even better 3.0, transparency support is better and may or may not work as expected. Why don't you [post on the Fiery forum](#) so we can get a sample job from you and have a look.

**Is it the same if I convert my spot color to a process color or is it better to use the spot color through the Fiery. Will I get the same results? How do I use the spot color in the Fiery?**

Always use the Fiery spot color. If you convert, you convert to SWOP or something else that isn't the Fiery output color space. It may be close but consider a spot color that might be out of the SWOP gamut but in the gamut of your digital press. You want the precise appearance, not the one compromised by clipping it to the SWOP gamut. You had to make this tradeoff on conventional presses if you didn't want to pay for the extra unit to print the spot but on digital it is not always as much of a sacrifice since the digital press gamut can exceed SWOP, PSO, GRACoL gamuts in some cases.

As to how to use it correctly, make sure the design file has a plate in it with a valid name like PANTONE 206 C. You can check on the Fiery server by going to Device Center -> Resources -> Spot color. Go to Properties at the top and set the job properties you will use for the job (paper catalog and color settings are important - you are about to edit the spot color table associated with the output profile you set; if you print the job with a different output profile you won't see the edits).

Remember, the Fiery server searches the color groups from the top of the list, so drag the latest library you want to use to the top of the list before you open it, then search for the color name in the design file. If it is found, you can test by writing down the original CMYK values and making a dramatic edit, say take one of the CMYK values that is near 100% to 0%. Print the job with Spot Color enabled on the color tab and look at the job in ImageViewer or make a print. See that big edit? Then the color is found. Remember to go fix your experiment by looking up that color again and putting the original values back in.

If you need the latest PANTONE libraries for your Fiery server, find them [here](#).

**Why do we get white boxes around text and objects that have drop shadows created in Adobe InDesign? They appear only in printing to our Xerox--but not consistently**

This is transparency getting in your way. See if your Fiery server offers the setting "Optimize RGB transparency" on the color tab of Job Properties. If it does this should fix it. Also if you have an external Fiery server turn on "APPE Preferred" at the top of the Job Properties window. Try printing a sample page without imposing as an initial test. If you are still struggling post on the [Fiery Forums](#) and be prepared to share a sample job with us so we can have a look.

**We often place transparent TIFFs over colored backgrounds in Adobe InDesign documents and on the printed out but we get a square of darker color. Can you tell us how to avoid?**

Please see answer above,

**Why do spot color settings change every time a profile is updated? Why do low value settings gain drastic value changes like: 3.2.4.75 gets changed to 46.41.42.59.5?**

Spot color tables are associated with output profiles. So, if you change the output profile from the properties shown in Spot On then the mappings of the spots to CMYK changes to work with that output profile. For the drastic change question, we need more information. Please post on the [Fiery Forums](#) and give the exact steps you are taking when you see this drastic shift and we will help you get it figured out.

**Is ink optimization possible in digital printing using Fiery solutions without color shift? If yes, how many percentage of optimization is possible?**

Ink optimization as in using less toner or ink? We can do this with Fiery Color Profiler Suite by making profiles with Max GCR enabled. In our last test, we reduced total ink coverage by about 20%. We tried competitive products and they saved 10-11%.

**Is there any way to possibly fine-tune or force certain power-saving settings?**

Power saving would be on the engine so you need to ask the press manufacturer. If you refer to power saving settings on the Fiery server, please post your question on the [Fiery forums](#) and we'll see what you are looking for and how to get it.

**What are the font types that can be loaded onto the Fiery? Can only PS and PCF fonts be used? Can open-type be used?**

Correct, the Fiery server accepts only PostScript fonts at this time. If you buy an Open Type font, however some font foundries provide you a way to download it as Type 1.

**Using the EX-P 2100 server with a Xerox Versant 2100, color is consistently coming out too dark. It is necessary to use Image Enhance Visual Editor in most cases. Is there a method to test ES-2000 for accuracy or allow iSis to be used?**

Yes, use ES-2000 to calibrate or iSis to calibrate from Color Profiler Suite (you can download and run it in demo mode with no license and calibration is permitted). If after you calibrate color is too dark then the factory output profile you are using doesn't work with your printer/paper. In this case make a new calibration set and profile from Color Profiler Suite (you will need the license for this). Are you printing only images? If so then Image Enhance Visual Editor is one way to work around this but it will only affect images not other pages objects like graphics and text.

**Do you have more information about printing variable data?**

We have done three previous World of Fiery webinars about variable data. Please visit the [World of Fiery page](#) for more information on all our previous sessions. We also have many other resources for variable data posted on those pages.

**How do we prevent fonts from getting substituted? i.e., when a client supplies a document, such as word or PDF, and we are unable to outline fonts; then when printing on the Fiery server, it produces 'substituted fonts' such as wacky-looking unusual font.**

Either you need to outline the font on a workstation that has the font or you need to load it on the Fiery server. This is how the font business model works. But if you are doing a PDF workflow and export or save PDF of the design and print that, the subset of the font that gets embedded in the PDF usually fixes this. Try that and post on the [Fiery Forums](#) if you still need help.

**What could be done to decrease the time for the machine to start printing again, after recovering from a small error (lack of paper, paper block etc.)? Our Versant 80 takes to much time printing again after one of these small errors.**

Fiery has no control over engine adjustment periods. Check with the manufacturer to see if this can be avoided.

**What is best practice for kind of PDF you may submit - PDF 1.3? Flattened? Unflattened?**

PDF/X-4. This is PDF 1.6. Not flattened if you have a modern Fiery system and APPE. Flattening takes a lot of time and different applications may do it differently.

**What is the best way to fine tune color? Using the Fiery server or in the original Adobe InDesign program?**

For quick last minute corrections using ImageViewer the way we showed is much more productive than going all the way back to prepress for a correction. And until you RIP the job, they aren't going to know what to correct. If you are making customer profiles for the Fiery server, these could be used in an upstream soft proofing color adjustment workflow but you need a high-end display and display-side light booth to make this work.

### **Is it possible to send a project to Fiery with paper coming from multiple trays?**

Yes, this is the mixed media workflow. See the Fiery user guide or post on the [Fiery Forum](#) if you need more help.

### **What is the easiest way to color match Pantone colors?**

Use Fiery Color Profiler Suite to create a custom calibration and output profile for your press and printer and make sure the colors in the design are found on the Fiery server. We showed Fiery Preflight as the easiest way to do this but you could do it more manually. If you don't like the color go find it in Spot-On and right click. Select "Optimize Color". This launches the Fiery Color Profiler Suite device linker not to make a link but to optimize the spot color library using measured values from your spectrophotometer. Make sure you have the output profile selected you will print with since the spot color table you are editing will be selected only when that output profile is used.

### **Can I set every job sent through the direct queue (from a legacy program called GEM- Old 1980 software ) to double sided? We have an election Legal size Voting Ballot that is going through the EB-32 on a Ricoh 8120.**

This will only be possible if duplex is an option in the Configure tool for your Fiery (most likely it will be under PS setup). If not, then you will need to make a Virtual Printer set to duplex, and use that instead.

### **Clients are asking for smoother gradient. Xerox is marketing the Fiery ultra smooth gradient .Please advise if this technology is related to laser or to RIP? Can it be applied to Ricoh C7100 with Fiery 43A?**

The specific Fiery Ultra Smooth Gradients feature is exclusive to the Xerox Versant print engines. However, the Image Smoothing feature is available on all Fiery servers and can help smooth gradients.

### **Is this available for Fiery XF?**

No, Fiery Graphic Arts Package, Premium Edition is not available for Fiery XF.

### **How different is Fiery ImageViewer compared to the Image Enhance Visual Editor?**

In addition to only being available with the Fiery Graphic Arts Package, Premium Edition or Fiery Productivity Package options, Fiery ImageViewer enables changes to the color curves at the **page level**.

Fiery Image Enhance Visual Editor (IEVE) is available as a standard feature on most external Fiery servers and embedded servers that have the Fiery Productivity Package option. The most important difference is that Image Enhance Visual Editor enables you to edit the **individual images** (not graphics or text) in a file. These edits include brightness, color correction, red eye, sharpness, and other attributes. Learn more about Image Enhance Visual Editor [here](#).

### **Our Fiery says Fiery Arts Package V1 – is that not premium?**

On older Fiery servers (prior to Fiery FS100 Pro), there was an option called Fiery Graphic Arts Package v1, which contained several features that later became part of the Fiery standard feature set. This option is completely separate from Fiery Graphic Arts Package, Premium Edition.

### **Based on what we are taught about RGB-vs-CMYK, transmitted color-vs-reflected color, and monitors in general, what steps do you recommend to prevent the monitor creating a false representation?**

Calibrate and profile with a tool like Fiery Color Profiler Suite. Unless you invest in a dedicated soft proofing – capable display system with a display-side booth, don't expect an exact match to the print but it will be closer even if you just profile your existing display.

### **Are soft proofs still useful if monitor is not calibrated?**

Even if it is not calibrated you can see a lot about if a job is right in ImageViewer – remember the example we showed of seeing one image that looked dark when the others looked natural. If you really want to see it soft-proofed ImageViewer does support it, you just need to get a proper soft proofing grade display system. See the above question.

### **Did you call that the "loop" tool?**

“Loupe” is the name of the magnifier you use in the light booth. In Fiery ImageViewer, there is a loupe icon that enables instant magnification of specific areas of a page.

### **We are about to buy a Xerox V2100 with Fiery. Would it come with Graphic Arts Package, Premium Edition?**

For the Xerox Versant 2100, the EX-P 2100 Print Server comes standard with Fiery Graphic Arts Package, Premium Edition. It is an option with the EX 2100 Print Server.

### **For artifacts using ImageViewer, if ImageViewer is clean it suggests an engine side issue but can it also suggest an issue with the Fiery video board? We have encountered this where engine test chart prints were clean and Image Viewer was clean.**

This is correct. There are rare cases of underruns when Fiery decompresses rasters. Were you seeing missed lines? Most of the times when we see the press artifacts, we can prove they are engine-side by seeing the rasters are clear in ImageViewer.

### **Is Preflight is only available in the Fiery Graphics Art Package?**

Fiery Preflight is only available in the Fiery Graphic Arts Package, Premium Edition.

### **Image smoothing isn't switched on by default. Would you recommend having it switched on? Does it take very much longer to RIP each file and does it ONLY affect the low res files, or does it impact the high res in a negative way? Would it affect correct jobs?**

That's a good idea. There is no negative impact and it will always help low-res images and also gradient blends. It does slow the RIP a little, so you have to decide. It is very unlikely it will slow the Fiery server to below engine print speed, but you might want to try it on your Fiery server to be sure. For external servers, performance should always be far beyond engine speed.

### **Do the smoothing and color correction feature apply to the whole document? Or can it be applied by page?**

Image smoothing applies to the whole job, it is set in Job Properties and can't be specified for a given page. Color corrections done in ImageViewer can be applied to specific pages.

### **Is it possible to modify, for example, the brightness of a single embedded image on a page using ImageViewer?**

Fiery ImageViewer makes changes to the page-level color curves. For editing individual images, it's best to use Fiery Image Enhance Visual Editor.

### **I see a button called specialty colorant. What exactly is that?**

If your engine and Fiery server (FS150 Pro and higher) are configured for an additional specialty color such as clear, white, gold or silver, then you will see the specialty color tab in Fiery Command WorkStation.

### **How did you know that PDF/X-4 would resolve the print issue?**

PDF/X-4 is the standard for how to exchange graphics files and get jobs with transparency to print properly. So whenever I see a problem with transparency I use the setting for PDF/X-4 to be certain the print is correct.

### **How can color changes that were made with ImageViewer be saved for use with other jobs?**

On all Fiery servers that have Fiery Graphic Arts Package, Premium Edition or the Fiery Productivity Package, you can save the custom color curves created in ImageViewer to be used only in ImageViewer for other jobs.

On Fiery FS200/FS200 Pro systems and higher, ImageViewer custom curves can be saved and reused through Fiery Command WorkStation Job Properties for any job. In this case, you don't need to open ImageViewer to apply custom curves, and these custom curves can be used in server presets or other automated workflows.

For more information on ImageViewer curves, please refer to the [Fiery FS200 Pro Product Guide](#).

### **Is preflight a package to purchase? I don't see it as option**

Fiery Preflight is not available as a stand-alone option. It is only sold as part of Fiery Graphic Arts Package, Premium Edition.

### **If I make a color correction change using ImageViewer, the next time the job is run, and maybe by a different operator, that change is not saved, and someone might not make the change or adjust it differently. Best practices solution?**

If you know you are going to reprint, one idea is to archive the job on the Fiery server. That keeps the raster and the curve adjustments made to run the job the first time. If you need to take the job off the Fiery server, save the curves using the job name or number when making the curve adjustment for the job so you can associate it again next time. However, this will lead to a big list of curves to sort through so I think the archive idea is better.

### **Why would we not want to have "use embedded profiles" checked as a default?**

Because some workflows embed the wrong profiles. But this is less true today than it once was. You can enable it by default for RGB but I'd suggest leaving it off for CMYK since very few workflows combine different flavors of CMYK.

### **What is the main different between preflight and postflight?**

Fiery Preflight checks the PDF or PostScript file before it is RIPped to see if it will RIP correctly or needs fixes. After the job is RIPped, we have a raster that can be sent right to the press (process and print in Fiery Command WorkStation) or held (Process and Hold). If we hold the job then we can examine the raster with ImageViewer to check for correct appearance before we send it to press.

Postflight utilizes specially color-coded reports in a RIPped file to help identify different types of content and troubleshoot potential issues.

### **Is there a perfect way to just print a special color of a document? Like when I have a special color to define hotfoil spaces in a combined document, I only want to print eg CMYK 0 0 1 0 color only, digitally hotfoil that print and then print the rest of the document in the same sheet again.**

Not on the DFE. You might be able to do this with the ink manager in Adobe InDesign when you export the PDF. Or you could probably make this into two files to be run separately using PitStop or an automated solution like Fiery JobFlow.

**The Fogra control strip prints on the postflight test page even though I have the IDEAlliance control strip loaded for the size I'm printing. How do you correct this?**

Please post this on the [Fiery Forum](#) so we can get specifics about your Fiery server, then we can help.

**How do I eliminate "banding" shown on solid colors and gradients?**

Enable Image Smoothing on the Image tab of Job Properties. Calibrate the Fiery server with a spectrophotometer. Experiment with using a different screen; a high line ruling screen at 1200 DPI will band much worse than a dot screen run at 600 DPI, especially if you choose the smoothest dot screen. This is usually not the highest LPI one, high LPI is great for detail but bad for gradations. You can cheat by looking up your Fiery and press on the IDEAlliance Certified Systems [page](#). Get the Application Data Sheet (ADS) for your press and read section 4. The screen used for the certification is usually the smoothest screen on the system.

**Is the Productivity Package for bustled Fiery servers initialized with a LAC?**

Yes.

**One of our client using Signa station to do impose the PDF file and this converts into PS file. When we print PS file the colors are not coming out fine. We are using imagePRESS c6010 and server A1300. What could be the reason? Can we use PS file format?**

So the PDFs are fine but wrong after Signa makes the imposition and creates PS? I would preflight the PS to see what color settings are in it (better yet get a Postflight report if you already have Graphic Arts Package, Premium Edition). Then you can see what settings to change on the Fiery server to get a better result. My first suggestion would be to try turning on embedded profiles for both RGB and CMYK when you print these jobs. Post this issue on the [Fiery Forum](#) if you want us to take a closer look.

**So which file format should we use for better quality? PS or PDF?**

PDF is generally much more compact and efficient. If you have an external Fiery server with APPE I would always use PDF and set the preference to use APPE Preferred. Even for an embedded controller with no APPE, PDF will better represent transparency and it should print better than if you flatten it into PS.