



Mimaki Application Assistant (MA2)

User' s Guide

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About this Guide

Notation used in this guide

- The buttons and items displayed in screens are enclosed in square brackets, such as [OK] and [Open].
- The names of the software provided by Mimaki are sometimes abbreviated as follows:

Official name	Abbreviation
Mimaki Application Assistant	MA2
Mimaki Cloud Technology PICT	PICT

Symbols used in this guide

Description		
	Important	The "Important" symbol represents information you must be familiar with when using this tool.
	Mandatory action sign	Indicates an action that must be carried out. The specifics of the mandatory action are drawn inside the symbol.
	Tip	The "Tip" symbol represents useful information to know.
	Reference information	Indicates the corresponding page for related information. Clicking the symbol takes you to the applicable page.

How to obtain this guide and related documents

The latest versions of this guide and related documents are available at the following location:

- Mimaki official website (<https://mimaki.com/download/software.html>)

Chapter 1 Overview of Mimaki Application Assistant (MA2)



This chapter

This chapter provides an overview of Mimaki Application Assistant (MA2).

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1.1 What is Mimaki Application Assistant (MA2)?

MA2 is a software application for the centralized management of Mimaki applications.

It supports users with the following functions:

- **Centralized management of Mimaki applications compatible with printers**

- Installation, launching, version updates, and uninstallation can all be performed from a single screen.

- **Automated license activation**

- Printer's serial information is used for automatic license activation and deactivation.

- **Wizard-based support for introducing Mimaki applications (from installation to initial startup)**

- MA2 automatically retrieves the required applications and information.

- **Linking using PICT account**

- A PICT account can be linked to allow printer information to be shared between systems.



- For more information on PICT, refer to the separate "PICT Introduction Manual".
https://mimaki.com/manual/pict/introduction_manual/en-US/

- **Viewing manuals and support videos for printers and applications**

- Manuals and videos can also be accessed directly via MA2.

1.2 MA2 Functions

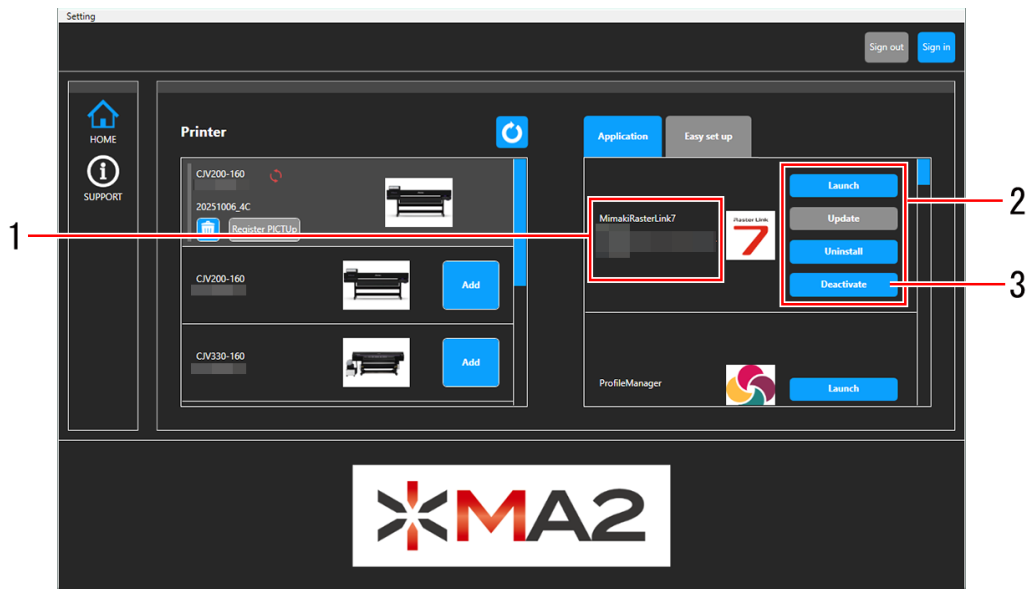
This section explains the functions of Mimaki Application Assistant (MA2).

Application Management

MA2 can be used to manage Mimaki applications.



- When installing FineCut9, a compatible version of Illustrator or CorelDRAW is required.



1	Application information display	Displays information about supported applications (installation status, version, serial key).
2	Application operations	Allows installation, version updating, launching, and uninstallation of each application.
3	License activation/deactivation	Performs license authentication operations automatically. ^{*1}

^{*1}. Supported applications: RasterLink7, CAMLINK2, Simple Create

PICT Linking

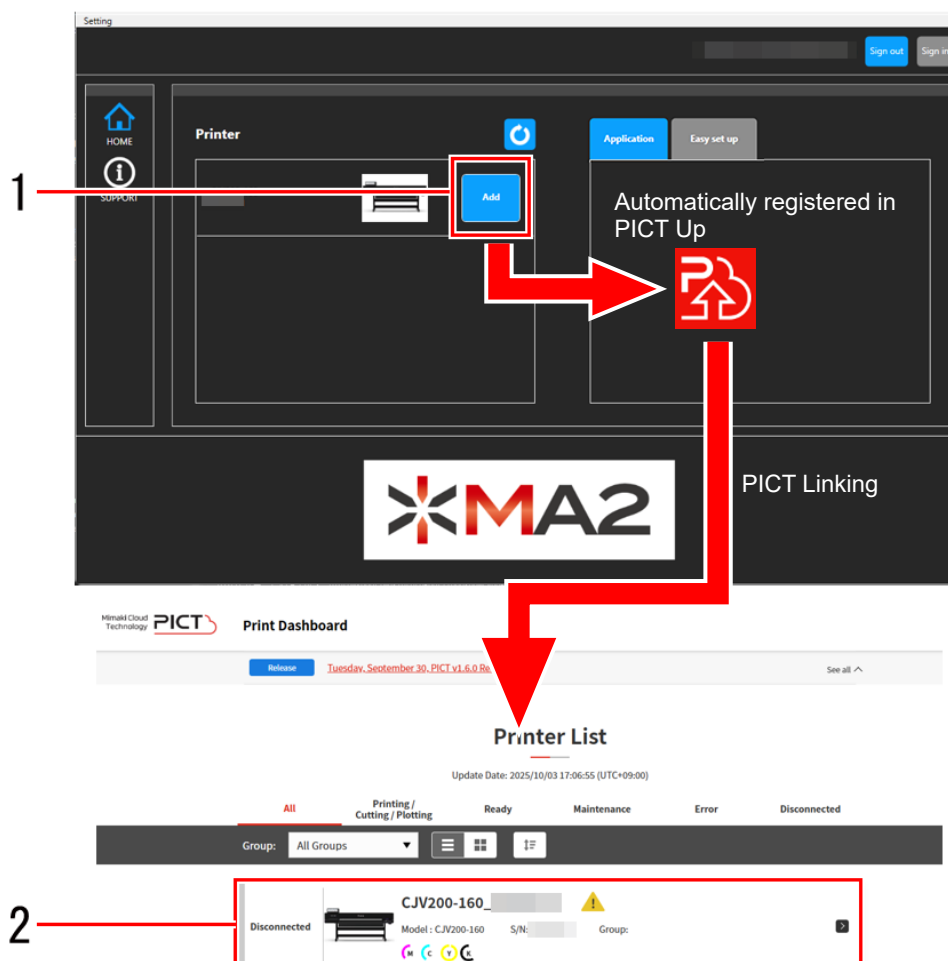
This function links with PICT.



- You must sign in to a PICT account to use this function.



- For more information on PICT, refer to the separate "PICT Introduction Manual".
https://mimaki.com/manual/pict/introduction_manual/en-US/



1	Automatic printer registration/deletion for PICT Up	Updated printer information is automatically sent to PICT Up and synchronized.
2	PICT linking	Linked and registered printers can be managed from within PICT.

Easy set up

The initial settings required to use applications can be configured using a single button.

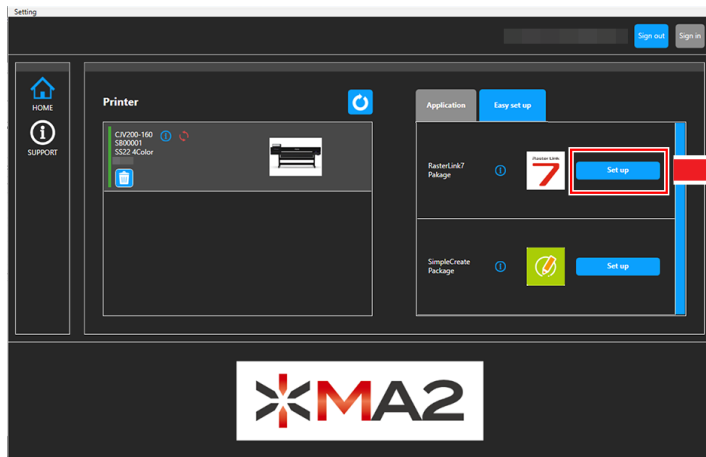
For more information, refer to  "Easy set up Procedure (For RasterLink7)"(P. 29).

Important!

- You must sign in to a PICT account to use this function.



- For more information on PICT, refer to the separate "PICT Introduction Manual".
https://mimaki.com/manual/pict/introduction_manual/en-US/



All processing is performed automatically.

- Download
- Install
- Retrieve Profile
- Register Printer

Raster Link



Setup complete!

1



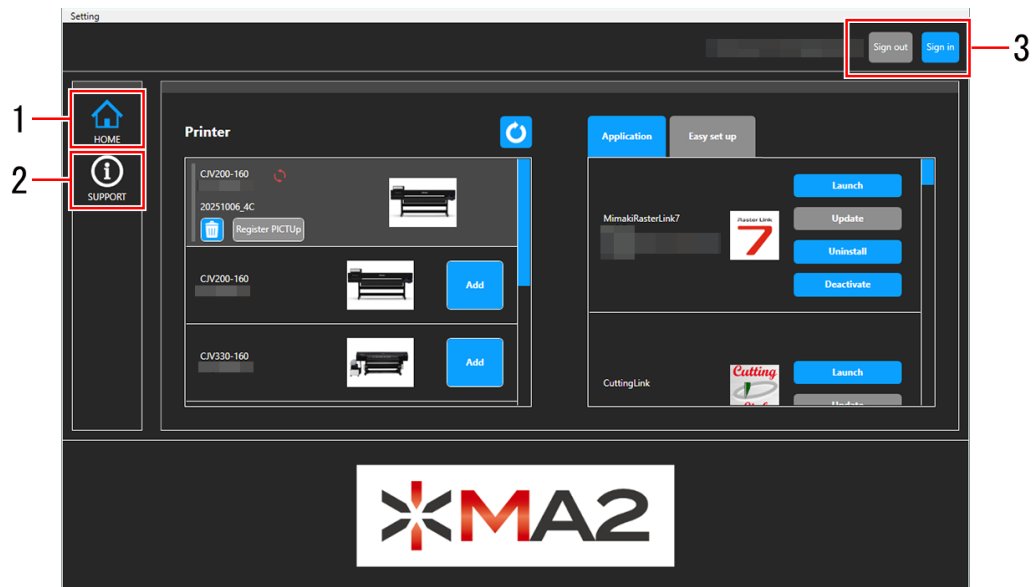
- Initial settings refer to the installation and setup of corresponding applications according to the details selected.

1.3 MA2 Screen Layout

This section explains the Mimaki Application Assistant (MA2) operations screen.

Overall Layout

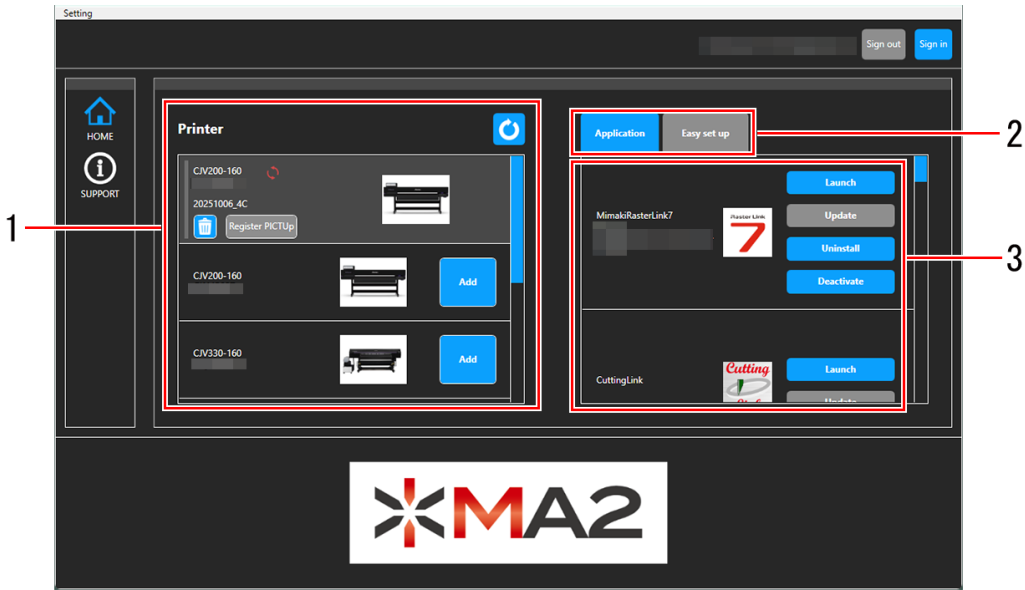
This section explains the MA2 overall screen layout.



1	HOME screen	Used to manage printers and applications.  P. 13
2	SUPPORT screen	Displays manuals and video information.  P. 14
3	[Sign in]/[Sign out]	Sign in/out of your PICT account. By signing in, you can link PICT Up with your printer information.

HOME Screen

The HOME screen layout is as follows:

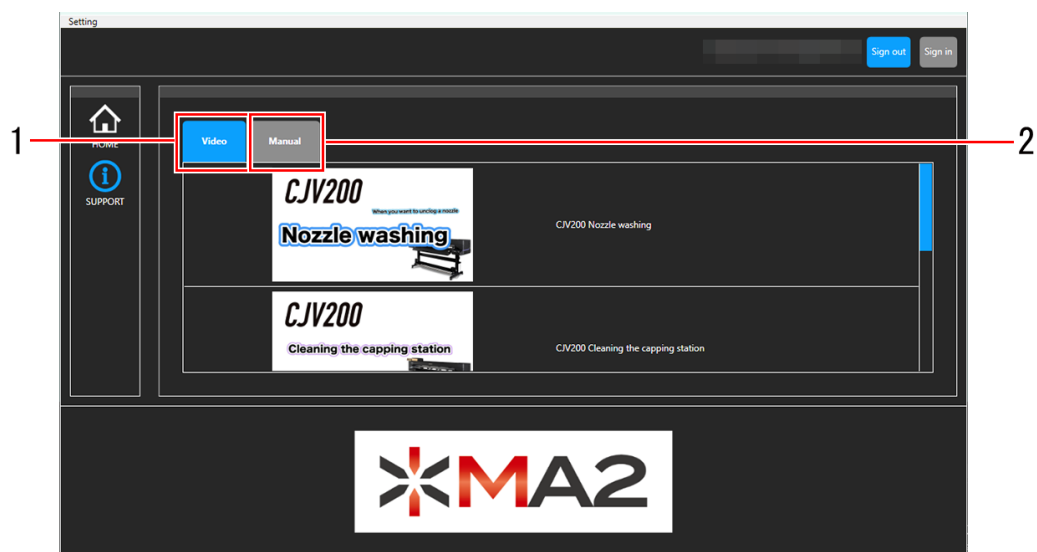


1	Printer information	Displays the connected printer. Up to four printers can be registered.
2	[Application]	Lists the available applications.
3	[Easy set up]	Automatically installs and sets up applications. *1 👉 "Easy set up"(P. 11)

*1. You must be signed in to use this.

SUPPORT Screen

The SUPPORT screen layout is as follows:



1	[Video]	Displays videos related to the model and applications being used. (Videos play back on YouTube when selected.)
2	[Manual]	Displays manuals related to the model and applications being used. (Manuals are provided in PDF or HTML format.)

Chapter 2 MA2 Setup



This chapter

This chapter explains how to set up Mimaki Application Assistant (MA2).

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2.1 Setup Overview

Set up MA2 in the following order.

1. MA2 and PICT Up installation

 ["2.2.1. MA2 and PICT Up installation"\(P. 17\)](#)

2. Launching MA2 for the First Time

 ["2.2.2.Initial MA2 Startup"\(P. 21\)](#)

3. MA2 launching

 ["2.2.3. MA2 startup"\(P. 25\)](#)

4. MA2 updating

 ["2.2.4. MA2 updating"\(P. 26\)](#)

5. Printer registration

 ["2.2.5. Printer registration"\(P. 27\)](#)

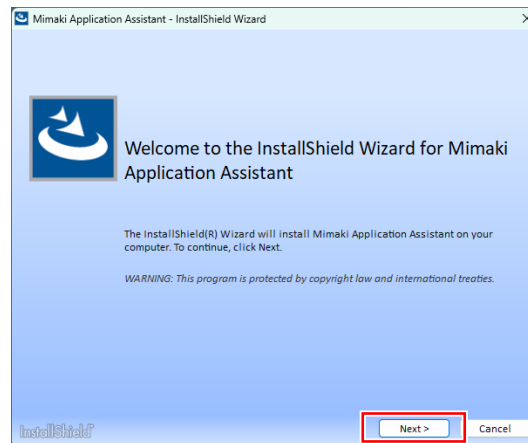
2.2 Setup Procedure

2.2.1. MA2 and PICT Up installation

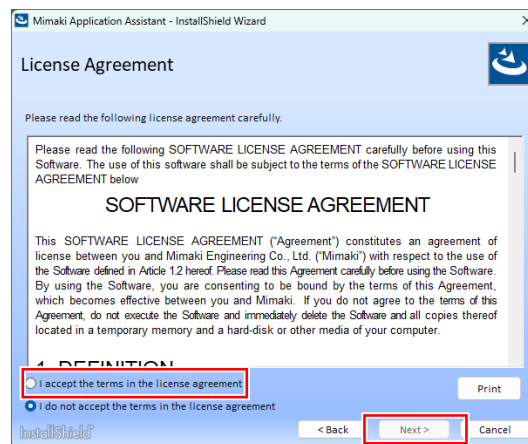
The procedure for installing MA2 is as follows.

Once MA2 has been installed, PICT Up is then installed.

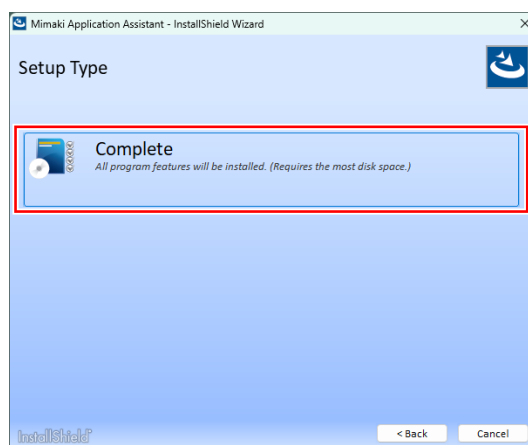
- 1** Download the MA2 installer from our official site (<https://mimaki.com/download/>).
- 2** Double-click the file downloaded.
 - The installation screen appears.
- 3** Click [Next].



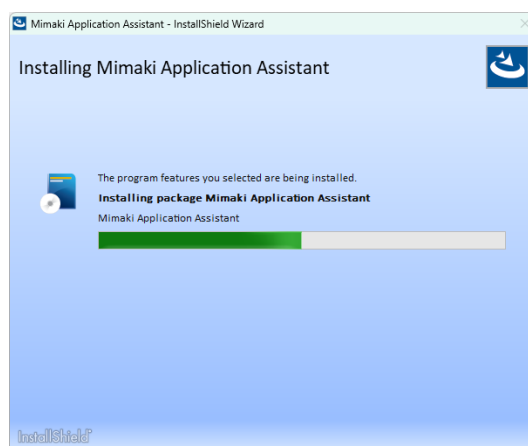
- 4** Select [I accept the terms in the license agreement], then click [Next].



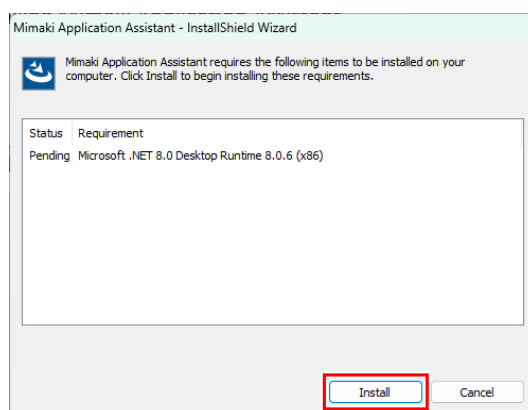
5 Click [Complete].



- MA2 installation starts.

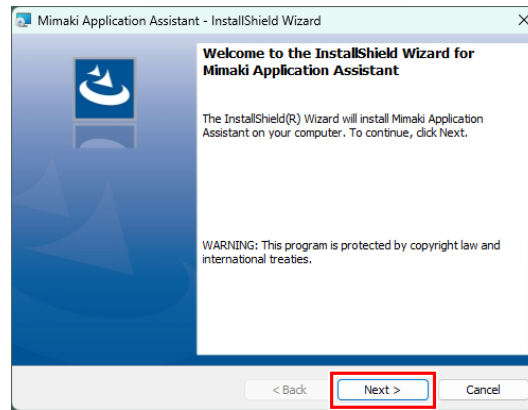


6 Click [Install].

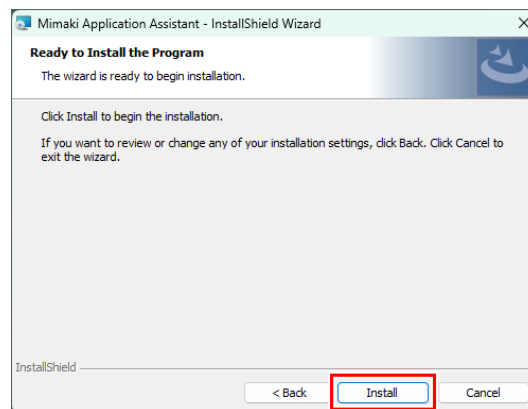


- A standby message appears followed by the following screen.

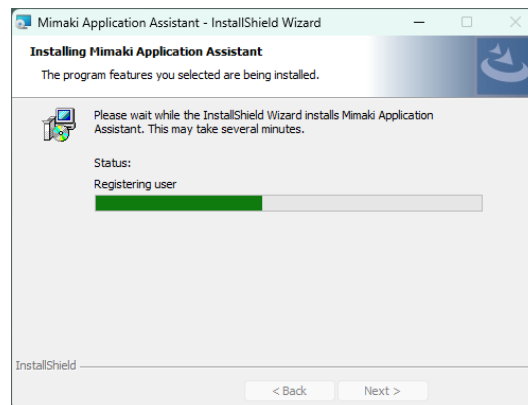
7 Click [Next].

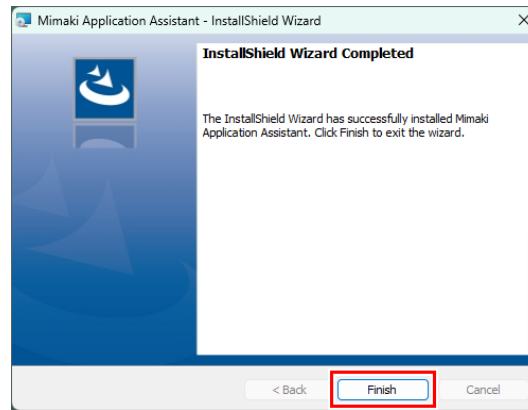


8 Click [Install].

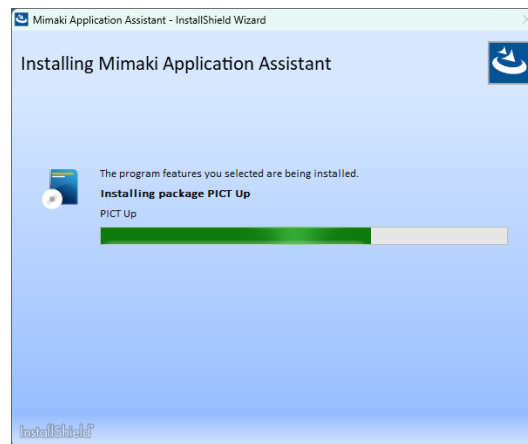


- Installation starts.

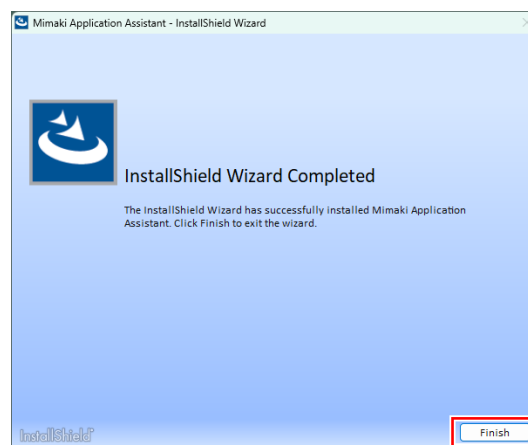
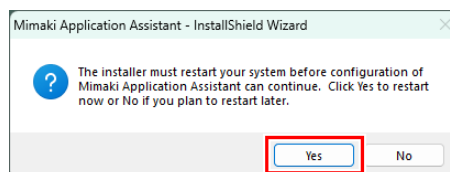


9 Click [Finish].

- Once MA2 installation is complete, the installation of PICT Up then starts.
- PICT Up is installed in the background without a separate installer launching.



- The wizard completion screen will appear once PICT Up has been installed.

10 Click [Finish].**11 To restart the PC, click [Yes].**

- If you wish to restart the PC later, click [No], then restart manually later.
- MA2 can be used once the PC has been restarted.

2.2.2.Initial MA2 Startup

When launching MA2 for the first time, the following functions are performed using a wizard:

- PICT account registration
- Printer registration
- Easy set up

Initial Startup Workflow

The procedure when launching MA2 for the first time is as follows:

1. Product explanation

 ["1. Product explanation"\(P. 22\)](#)

2. PICT account explanation

 ["2. PICT account explanation"\(P. 22\)](#)

3. PICT account sign-in

 ["3. PICT account sign-in"\(P. 23\)](#)

4. Printer registration

 ["4. Printer registration \(at first startup\)"\(P. 24\)](#)

5. Application setup (Easy set up)

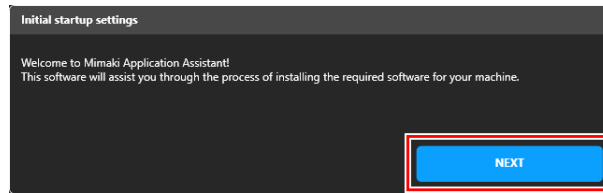
 ["5. Application Setup \(Easy set up\)"\(P. 24\)](#)

Initial Startup Procedure

1. Product explanation

This is the screen first displayed at the initial startup.

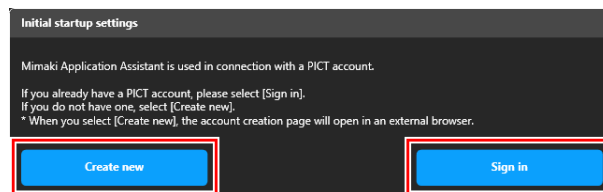
Click [NEXT].



2. PICT account explanation

This screen is used to sign in to a PICT account or create a new account.

If you have an account, click [Sign in]. If you do not have an account, click [Create new].



- For more information on PICT, refer to the separate "PICT Introduction Manual".
https://mimaki.com/manual/pict/introduction_manual/en-US/

3. PICT account sign-in

The procedure for signing in to a PICT account is as follows:



- Click [Sign in] at the upper right of the MA2 screen to proceed if this is not the first launching.



1 Enter your email address and password, then click [SIGN IN].

- Once sign-in is successful, your registered email address is displayed at the upper right of the MA2 screen.



- When starting for the first time, the following window appears.



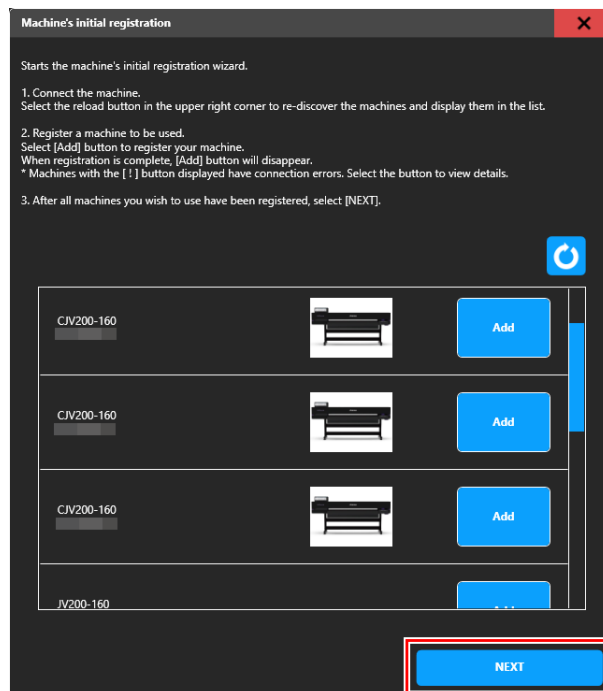
4. Printer registration (at first startup)

Register a printer or printers.

For details of the registration procedure, see below:

 ["2.2.5. Printer registration"\(P. 27\)](#)

Once all of the printers to be used have been registered, click [NEXT].

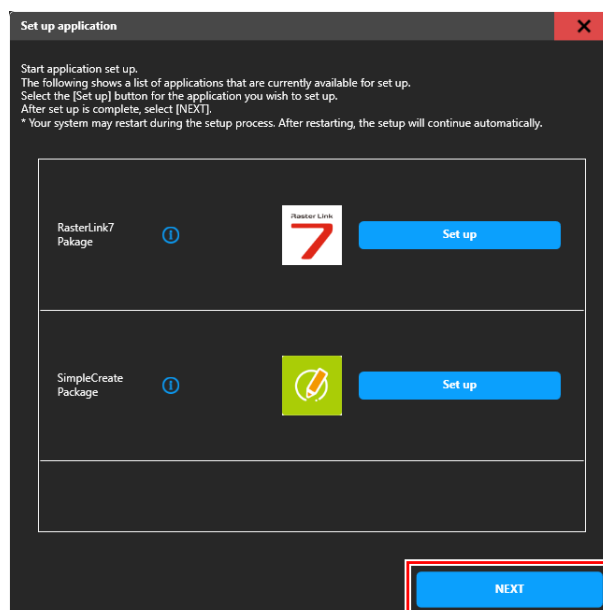


5. Application Setup (Easy set up)

The applications that can currently be set up are listed.

Click [Set up] for the application to be set up.

Once the applications have been set up, click [NEXT].



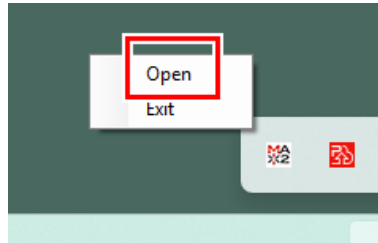
This completes the setup procedure for MA2 initial startup.

2.2.3. MA2 startup

MA2 is registered as a startup program once it has been installed, so it launches automatically when the PC is restarted and the window appears.

Clicking the X at the top right of the window minimizes the program and causes it to reside in the Windows task tray.

To operate it manually, right-click the task tray icon, then click [Open].

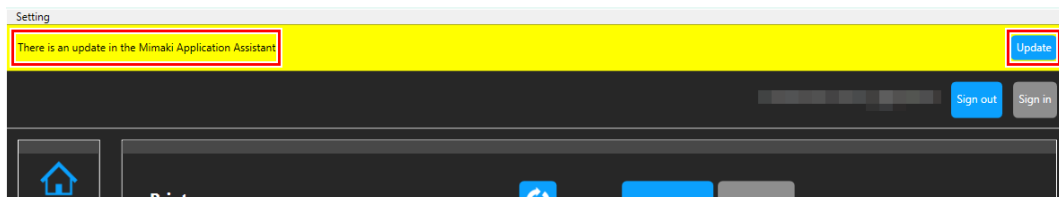


- It can also be launched using the shortcut icon created on the desktop.



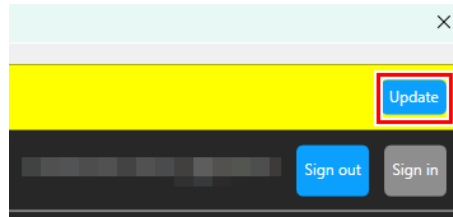
2.2.4. MA2 updating

If a new version exists, an update button and a message indicating the update are displayed at the top of the screen.



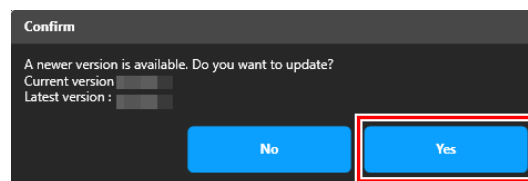
In that case, update the software by following the procedure below.

1 Click [Update].



- An update confirmation dialog appears.

2 Click [Yes].



- The data for the new version is automatically downloaded, and the installer launches.

3 Install MA2.

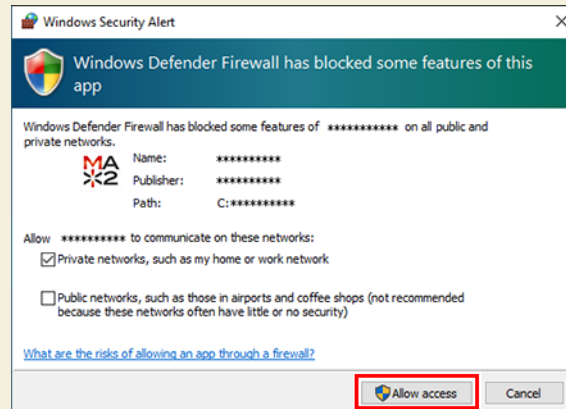
- For more information, refer to  ["2.2.1. MA2 and PICT Up installation"\(P. 17\)](#).

2.2.5. Printer registration

Register the printer(s) to be used with MA2 as follows:



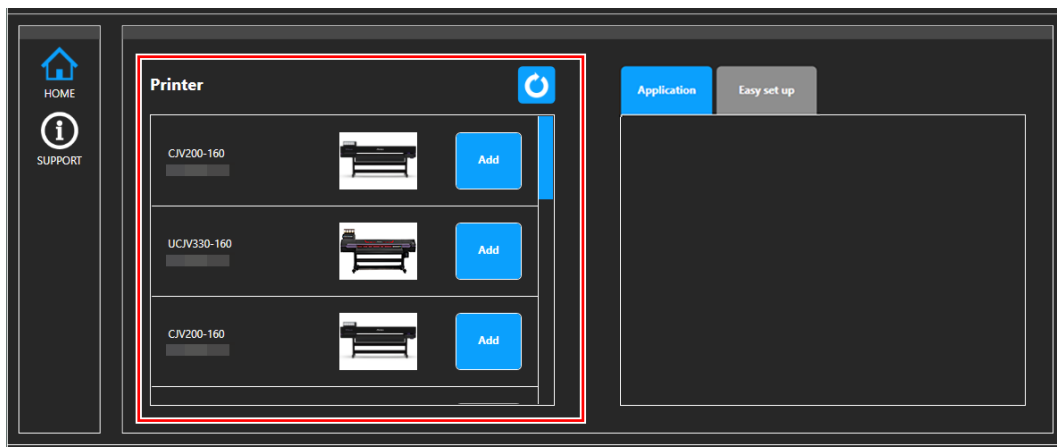
- When registering a printer for the first time, a "Windows Security Alert" window like that shown below may appear. If this occurs, click [Allow access].



- Up to four printers can be registered.

1 Turn on the printer to be used, and check that it is connected to the PC via a LAN cable.

- If the printer is connected correctly, the printer will be displayed on the MA2 printer list screen.

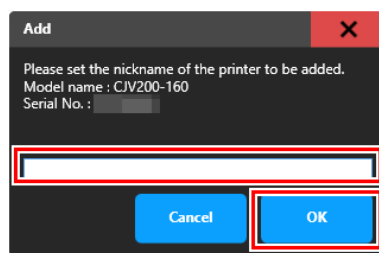


2 Click [Add] next to the printer to be added.



- A printer name dialog appears.

3 Enter a name for the printer, then click [OK].

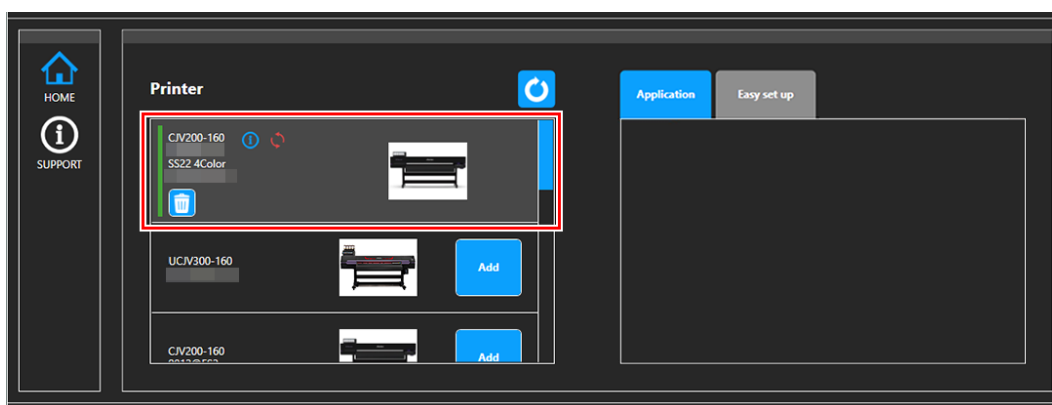


- The registered name is used as the printer name in RasterLink7 during Easy Setup.
- The name cannot be changed after registration.

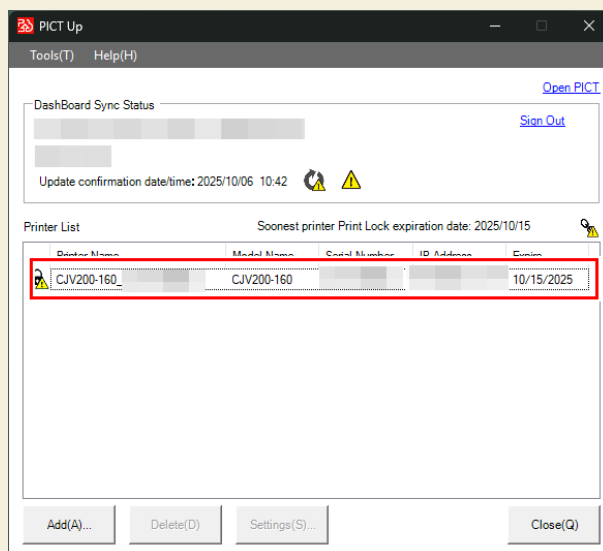


- The printer name may be up to 226 characters long.

- The printer is registered with MA2.



- Once the printer has been registered, it is also registered in PICT Up.
- The names of printers registered in PICT Up have a fixed format: "machine name_serial number".



Chapter 3 Easy set up Procedure (For RasterLink7)



This chapter

This chapter explains the procedures for using the Easy set up function, which integrates all of the procedures required to use Mimaki applications into a single button. The explanation here describes the procedure for RasterLink7.

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		2. Displaying the Easy set up list screen and selecting the target printer	31
		3. Installer screen operations	32
		4. Easy set up complete and startup.....	33

3.1 Easy set up Workflow

Easy set up performs all the necessary setup steps together so that the application can be used immediately after startup.

The Easy set up workflow is as follows:

1. [MA2] PICT account sign-in

 ["1. PICT account sign-in"\(P. 31\)](#)

2. [MA2] Easy set up list launch and target selection

 ["2. Displaying the Easy set up list screen and selecting the target printer"\(P. 31\)](#)

3. [Installer] Installer screen operations

 ["3. Installer screen operations"\(P. 32\)](#)

4. [MA2] Easy set up complete and startup

 ["4. Easy set up complete and startup"\(P. 33\)](#)

3.2 Easy set up Procedure



- This explanation uses RasterLink7 as an example.

1. PICT account sign-in

For details of how to sign in to a PICT account, see below:

["3. PICT account sign-in"\(P. 23\)](#)

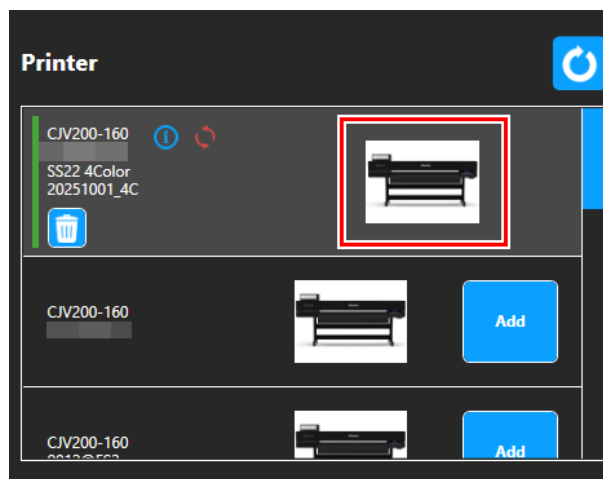
2. Displaying the Easy set up list screen and selecting the target printer

Display the setup target list from the Easy set up window, then select the target application.

1 Select a registered printer.

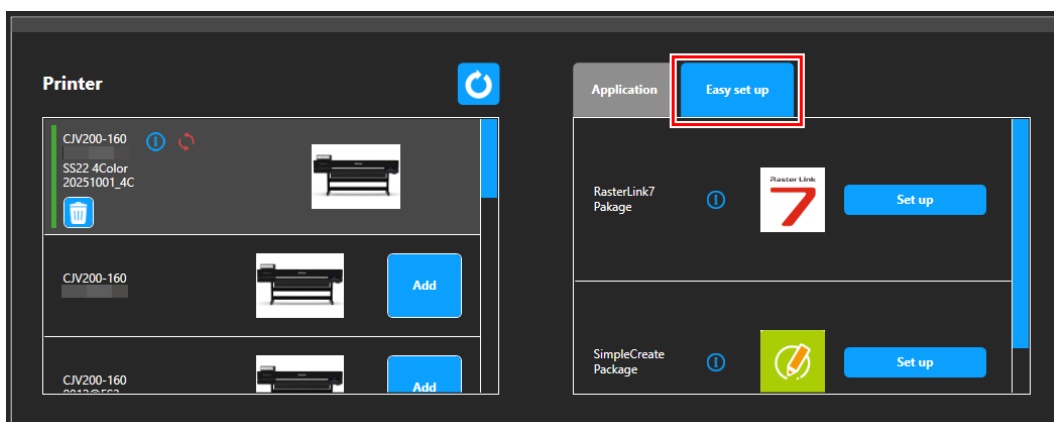


- If the printer has not been registered, it must be registered beforehand.
 ["2.2.5. Printer registration"\(P. 27\)](#)



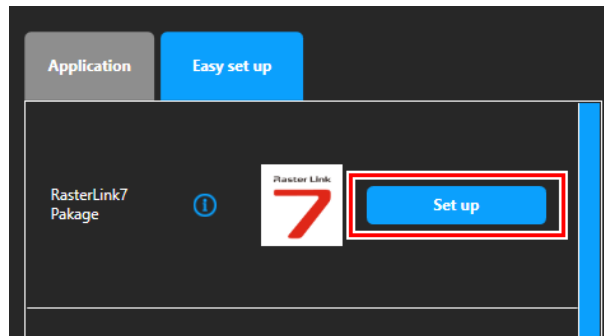
- The actions available for the selected printer are displayed.

2 Click the [Easy set up] tab.



- A list of setup target applications is displayed.

3 Click [Set up] for [RasterLink7 Package].



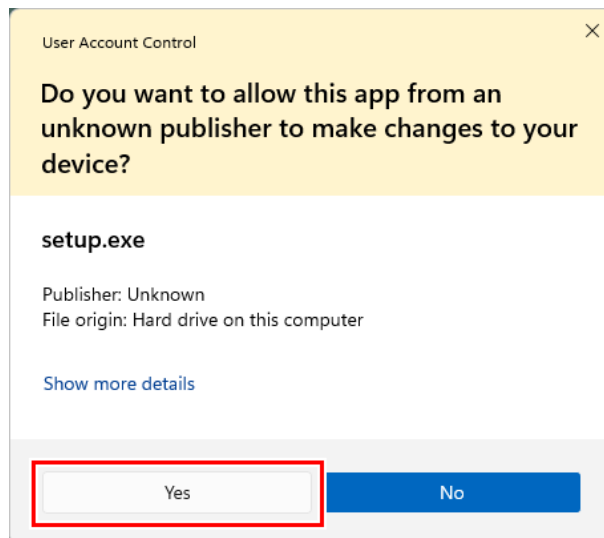
3. Installer screen operations

Using the Installer window

The installer for setup is automatically downloaded.

Once the installer has downloaded, it automatically launches, and a User Account Control dialog appears.

1 Administrator privileges are required. Click [Yes].

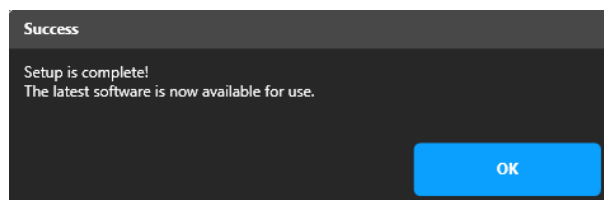


2 Follow the instructions for the installer to install the various items.

- MimakiDriver restarts automatically after being shut down.
- After restarting, MA2 starts up automatically, and setup resumes.

3 Wait until all of the items have been installed.

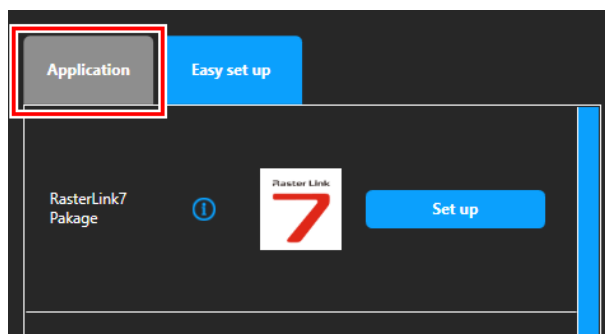
- The following message is displayed once the process is complete:



4. Easy set up complete and startup

Once the Easy set up process is complete, launch the application.

1 Click [Application].

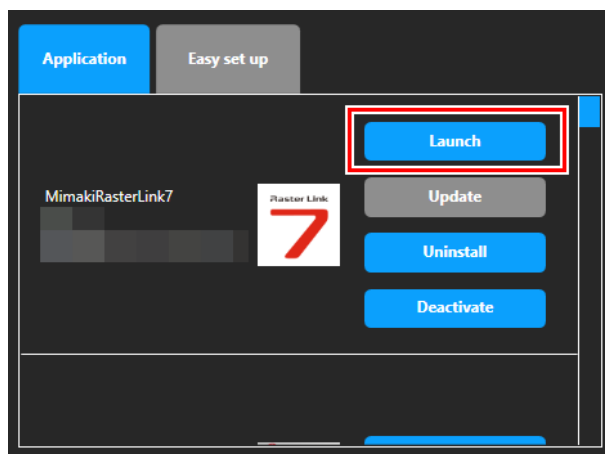


- The application list is displayed.

2 Various items are added to RasterLink7. Click [Launch].



- It can also be launched using the RasterLink7 shortcut icon.



- RasterLink7 is launched with printer registration already complete.
- The relevant profiles are also installed, allowing for immediate use.

Chapter 4 Troubleshooting



This chapter

Explains how to resolve problems that may arise and describes operation procedures that may be unclear.

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4.1 Troubleshooting

Check the PICT Up startup status

This explains whether PICT Up is launched and the procedures if it is not launched.

● Startup check procedure

If the PICT Up icon appears in the Windows task tray, PICT Up is launched.



● If the icon does not appear

Follow one of the procedures below.

- Launch PICT Up from the shortcut icon created in the Windows Start menu or on the desktop.
- Restart the PC.

PICT Up will automatically launch and reside in the task tray.

Printers/Plotters are not displayed in MA2

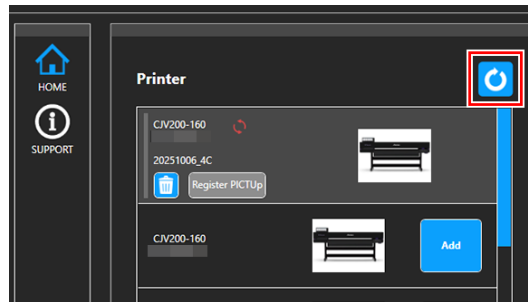
Check the following if no printers appear in the printer/plotter list on the MA2 home screen.

● Check the power supply

Check that the printer/plotter is turned on.

● Reload the information

On the MA2 screen, click the information reload icon.
The printer/plotter may be displayed.



● Check the network connection

Check that both the printer/plotter and the PC with MA2 installed are connected to the LAN.



- MA2 does not support USB connections.

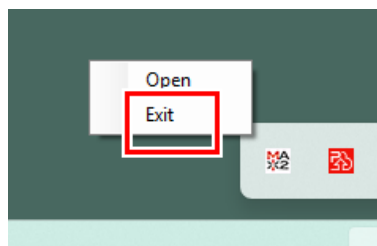
● Check the printer/plotter settings

If AutoIP is turned off in the printer/plotter's network settings, the printer/plotter may not be displayed. Set AutoIP to on.

● Restart MA2 and the printer/plotter.

Restart MA2 and then restart the printer/plotter.

1. Right-click the MA2 icon displayed in the Windows task tray, then click Mimaki Application Assistant.



2. Launch MA2.
3. Restart the printer/plotter.

Failed to register printer/plotter in MA2

If PICT Up is not launched, the printer/plotter cannot be registered. Check whether PICT Up is launched if printer/plotter registration fails in MA2.

Check the startup status as follows.

 ["Check the PICT Up startup status"\(P. 36\)](#)

After checking that PICT Up has launched, register the printer/plotter again.

 ["Re-register the printer/plotter in PICT Up"\(P. 39\)](#)

Refer to "PICT Up related" in  ["Error List"\(P. 42\)](#) for details about PICT Up errors.

PICT Up linking failed

Check the following if PICT Up linking fails.

If PICT Up is not launched, the printer/plotter cannot be registered. Check whether PICT Up is launched if printer/plotter registration fails in MA2.

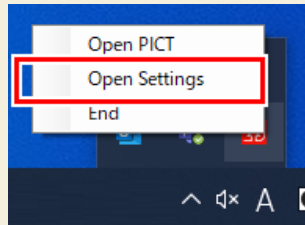
Check the startup status as follows.

☞ "Check the PICT Up startup status"(P. 36)

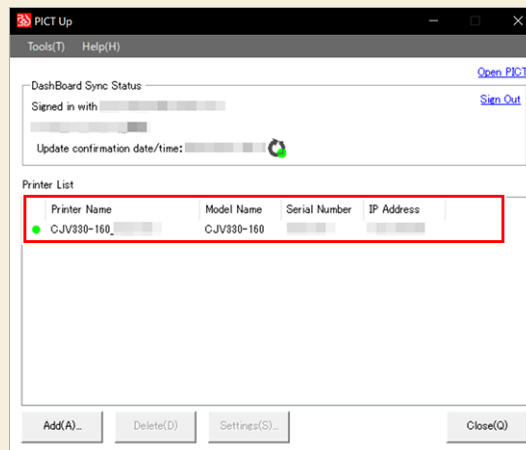


How to confirm on PICT Up whether the linking has succeeded while PICT Up is launched

- Right-click the PICT Up icon displayed in the Windows task tray, then click [Open Settings].



MA2If the printer/plotter registered with PICT Up is displayed, the linking has been successful.



Check the following content if not displayed.

● Re-register the printer/plotter in PICT Up

1 Confirm that MA2 sign-in to your PICT account.

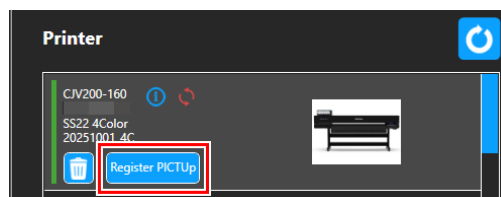
- If your registered email address appears in the upper right of the MA2 home screen you are signed-in.



- For details of how to sign in to a PICT account, see below:

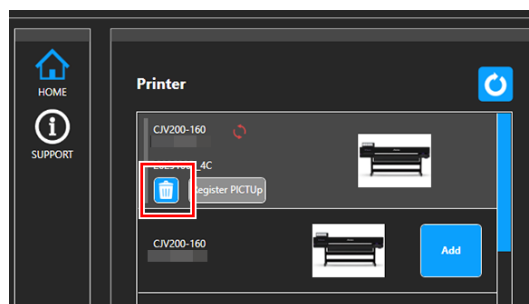
☞ "3. PICT account sign-in"(P. 23)

- 2** If [Register PICT Up] appears in the printer/plotter list on the home screen, then click it.

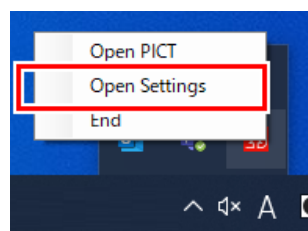


- The relevant printer/plotters are now registered in PICT Up.
- If it still does not register, or if [Register PICT Up] not appears, proceed to Step 3.

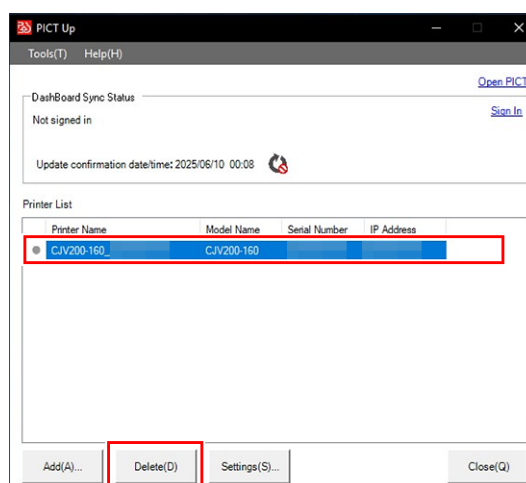
- 3** From the printer/plotter list on the home screen, click the trash can icon for the relevant printer/plotter to delete it.



- 4** Right-click the PICT Up icon displayed in the tray, then click [Open Settings].



- 5** After selecting the relevant printer/plotter from the PICT Up printer/plotter list, click [Delete].



- 6** Re-register the deleted printer/plotter on the MA2.

- "2.2.5. Printer registration"(P. 27)

Easy set up Fails

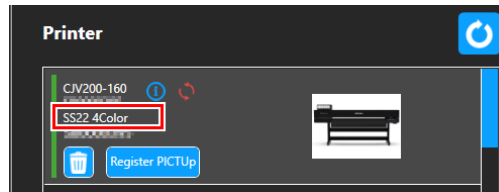
If Easy set up fails, it is likely due to two reasons as follows.

-  [The ink set is not set on MA2.](#)
-  [The printer/plotter and PC are not properly connected to the network.](#)

● The ink set is not set on MA2.

1 Check if the ink set is set.

- If the ink set name is displayed in the relevant printer information on the MA2 home screen, an ink set has been set.



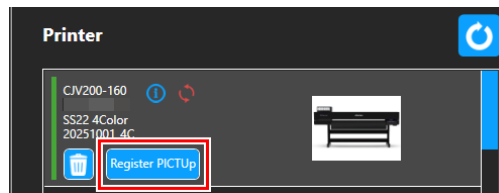
- The text information displayed from top to bottom is printer name, serial number, ink set name, and organization name.

- If the ink set name is not displayed, proceed to step 2.

2 Check the PICT Up startup status.

For more information, refer to  ["Check the PICT Up startup status"\(P. 36\).](#)

3 Click [Register PICT Up].



- The ink set name will be displayed.

4 Perform Easy set up again.

● The printer/plotter and PC are not properly connected to the network.

The following two conditions are required for the network.

- Both printer/plotter and the PC with MA2 installed must be connected via LAN.



- MA2 does not support USB connections.

- The PC with MA2 installed must be connected to an external network.



- The printer does not require a connection to an external network.

4.2 Error List

● MA2 related

Error code	Error message	Causes and Corrective actions
D 001	UNEXPECTED ERROR	Please restart MA2. If still not resolved, contact your local distributor, our sales office, or service center.
D 002	CONNECT FAILED	Please check the PICT Up startup status. If still not resolved, restart MA2.
D 003	CONNECT TIMEOUT RETRY OVER Please check that PICT Up is launched.	Please check the PICT Up startup status.
D 004	SEND FAILED	Please restart MA2. If still not resolved, contact your local distributor, our sales office, or service center.
D 005	RECEIVE FAILED	
D 006	RECEIVE DATA FAILED	
D 007	RECEIVE NAK DATA	
D 008	ACK/NAK TIMEOUT RETRY OVER	
D 009	SEND TIMEOUT	
D 010	RECEIVE TIMEOUT (Not received)	
D 011	COMMAND UNDEFINED	
D 012	RECEIVE TIMEOUT (Length Not achieved)	
D 013	INITIALIZE ERROR	

● PICT Up related

Error code	Error message	Causes and Corrective actions
8001	Failed to connect to the printer.	• Check the printer connection.
8002	Cannot register the printer because the maximum number of printer registrations for PICT Up has been reached.	• Please check the number of printers/plotters registered in PICT Up.
8003	Cannot register the printer because the machine does not support PICT Up.	• Check that the target printer/plotter is a PICT supported model. Please check our official website for the supported models. • Also check that the firmware version is the supported version or later.
8004	Machine is already registered on the PICT Up side.	• Please check the PICT Up machine registration status.
8005	Machine is not registered on the PICT Up side.	
8006	Processing duplication occurred.	• Please restart PICT Up. If still not resolved, contact your local distributor, our sales office, or service center.

Chapter 5 Appendix



This chapter

This chapter lists the supported models and applications.

Supported Model and Application Lists	46	Supported Application List	47
Supported Model List	46	Applications Supporting Easy set up	48

5.1 Supported Model and Application Lists

These lists show the models and applications supported by MA2.

Supported Model List

Model	PICT	MA2
UJV100-160Plus	○	○
JV330 Series	○	○
UCJV330 Series	○	○
CJV330 Series	○	○
JFX600-2531	○	○
JFX600-2513	○	○
UJF-7151plus	○	○
UJF-7151plusII	○	○
UJF-7151plusIIe	○	○
UJF-3042MkIIe	○	○
UJF-6042MkIIe	○	○
Tiger600-1800TS	○	○
TS330-1600	○	○
TS330-3200DS	○	○
TxF150-75/TxF300-75	○	○
TxF300-1600	○	○
CFX Series	○	○
JV200 Series	○	○
CJV200 Series	○	○
JFX200-1213/2513 EX	○	○
Tx330-1800/1800B	○	○
UJV300DTF	○	○
TS200	○	○

Supported Application List

Application	Supported version	Installation	Startup	Update	Uninstall	License Authentication	Easy set up	Remarks
RasterLink7	Ver. 4.0.0 or later	○	○	○	○	○	○	
FineCut/Coat9	Ver. 4.0 or later	○	○	○	○	-	-	Windows version only
Simple Create	Ver. 2.0 or later	○	○	○	○	○	○	Windows version only
MRA	Ver. 1.9.1.1 or later	○	○	○	○	-	-	Windows version only
CAMLINK2	Ver. 1.4 or later	○	○	○	○	○	-	
Mimaki Driver	Ver. 5.10.2 or later	○	-	○	-	-	○	
Job Migration Tool	Ver. 2.0.3 or later	○	○	○	-	-	-	
Calibration Tool	Ver. 1.1.3 or later	○	-	○	-	-	-	
CuttingLink	Ver. 1.1.8 or later	○	○	○	-	-	-	
JigLink	Ver. 1.0.0 or later	○	○	○	-	-	-	
RasterLink6 Plus	Ver. 2.21 or later	-	○	○	-	-	-	
TxLink5	Ver. 1.2 or later	-	○	○	-	-	-	
MPM3	Ver. 3.2.15 or later	-	○	○	-	-	-	
PICT Up	Ver. 1.60 or later	-	-	○	-	-	-	
RLTools	Ver. 1.20.0 or later	○	○	○	-	-	-	Windows version only
OptiScoutSetting Tool	Ver. 1.0.0 or later	○	-	○	-	-	-	

5.2 Applications Supporting Easy set up

Easy set up performs all the necessary setup steps together so that the application can be used immediately after startup.

The following applications are supported by Set up:

● **RasterLink7 Setup**

- Mimaki Driver
- RasterLink7
- (profiles)

● **Simple Create Setup**

- Mimaki Driver
- RasterLink7
- Simple Create
- (profiles)

Mimaki Application Assistant (MA2) User's Guide

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