Setup

Troubleshooting (Printer Setup)

Normally, most Large Format Printers are installed without any issues and are ready to use within a few minutes. However, if you’ve been unsuccessful after using the Setup Wizard, please refer to following step-by-step guide which covers 99% of issues we’ve come across. If followed carefully it will usually get your Printer up and running within 10 to 15 minutes.

Important! Please be aware that everything must be correctly set for your Printer to work - if you skip over or fail to complete any part of any step it is very likely you will not get your Printer to work.

Hardware

Step-1
Check that your Printer is actually connected:

1. Power cable is firmly connected and the power is on;
2. Communications cable is the correct cable and is firmly connected into the correct Port (Interface Plug) on the Computer and the Printer;
3. The cable and its connectors are not physically damaged i.e. no bent pins or frayed wires, also try to use the shortest cable you have;
4. If you print over a network or through a Print Server that these are switched on and are available through the network i.e. can be pinged (note down the IP address if you know it).

Tip: If you have someone who assists you or your firm with your network make sure they are available to assist you.

Step-2
Check that the Printer is ready to print and/or cut:

1. Load some media (vinyl or paper) in the Printer making sure that any sensors in the device are covered;
2. Make certain that the pinch rollers are in the correct position (there are usually yellow or white indicator marks) and most Printers need the pinch rollers to line up with the knurled rollers under the printing/cutting deck;
3. Initialize the Printer i.e. most printers need the Enter, Origin, On etc. button pressed so that the machine can set itself up and/or be placed in Ready Mode
   ○ Tip: Some printers need considerable time (several minutes) to become available for printing (heating up, initializing, logging into a network etc.)
4. Perform a Test Print/Cut or Self-Diagnosis from the Printer's menu (if available). If this fails, then your Printer may need to be setup or repaired or looked at by a technician before continuing;
5. After a successful Test Print/Cut or Self Diagnosis, repeat 3. (directly above) and go to the next Step.
Setup

Port & Port Number
Step-3
After Steps 1 and 2 have been successfully completed you need to determine the Port that connects your Printer to your Computer:

1. Make sure you know the make and model of your Printer;
2. Cable Types define which Port is used to communicate between your Computer and Printer.
3. **USB Printers** - If your Printer connects via a USB Cable, make certain that you have installed the Windows Printer Driver that came with it, usually on CD/DVD. To verify this, go to **Control Panel > Devices and Printers or Printers Folder**, right-click and go to **Printer Properties** and click on the **Ports** tab and check that the device is set to a USB Port and note down the details;
   - **Tip:** You can usually download the Windows driver from the manufacturer's website.
4. **Ethernet (Network) Printers** - If your printer is connected via a network connection, then you will need to add a TCP/IP Port. This is quite a simple procedure, please click **Add a TCP/IP Port** for your Printer for instructions (then come back to this section).
5. **USB to Printer Port Adapter/Converter** - If you're using a USB to Printer (LPT) Port Adapter or Converter, please refer to the Software's manual for detailed instructions, as follows:

To access the manual click on the **Help** (menu) in the Software > **Help Topics**

In the **Help Topics**

1. Click on > RIP, Print & Cut (Large Format Printing) >
2. Large Format Print and Printer-Cutter Setup >
3. USB to Printer (LPT) Port Adapters & Converters

**Test Print & RIP Driver**

Step-4
Once you have completed all the Steps above and your printer is in ready mode, the next step is send a Test Print to the printer to confirm your printer is correctly connected so you can then install and select the RIP Driver.

1. Run the Setup Wizard again... and follow through the steps of selecting your printer and Port and send a Test Print if successful click Install RIP Driver;
2. Open the RIP Manager (from the launch button in Software, located at top right-side) and on the right-side of the RIP Manager select the Printer Settings tab and select your Printer's make and model from the drop select (as shown directly above);
3. The final stage is to select the correct vMedia file from the Media Profiles Library so that your printer reproduces your artwork accurately.
Test Print Failed
First rule out any obvious problems. For example, if you're trying to send a test print and nothing is happening or you're experiencing problems, try the following:

1. Shut down then turn off the device and computer at the power.
2. Disconnect all the cables and check that there is no physical damage to each cable or the plugs and pins at each end of the cable.
3. Reconnect each cable making sure each is firmly fitted and is plugged into the correct location.
4. Reboot and try again.

Ports & Emulation
If you are still unable to perform a Test Print and are certain that you have selected the actual Port the Printer is physically connected to and the device is in Ready Mode, then select every other Port and send a Test Print to each Port until the printer performs a Test Print (see below for typical setup and install issues).

Driver Offline, Paused or Error Printing
Windows has a Print Queue to manage Print Jobs on your computer. Occasionally, FutureRIP (the Driver we provide) is mistakenly set to Offline or is Paused in this Print Queue. There can also be failed Print Jobs in the list.

To correct these issues you must open the Print Queue (Click Start > Control Panel > Devices & Printers/Printers > right-click on FutureRIP and then on See What’s Printing) and delete any of the Print Jobs in the list and make sure that FutureRIP is not Offline or Paused by clicking on the menus and adjusting these settings (point and click).

3rd Party Software
If you are still experiencing problems try running the device with another program that you know has worked in the past. If successful, look at the settings the other program is using and apply these wherever different to the Settings window in the RIP Manager and/or the Setup Wizard. If unsuccessful, try another computer and/or cables to rule out faulty hardware.

Still not Working?
If all else fails please click here

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