P4 Trouble shooting and setup. 6-10-14

(The basic factory settings which are needed after load of software are at the end of this document.)

When you first open the software immediately change the software mode to Technician mode. If you fail to perform this operation you will not be allowed to edit any setting, modify, or create new jobs.

On the top Menu board select Options, then Software Mode, then Technician will be selected.

To make this the setting for future use go to the Options menu select Advanced Configuration. In the dialog box below check the box at the bottom (Start Application in last Software Mode.) From now on you should be able to open the software without changing to Technician setting. See below:

asswords	Pen Parameters	Managed Ink	I/O Configuration	Purge Settings	
Advanced	Configuration Pass	sword:			
Advanced	Configuration Pass	word Required:			
Software	e Mode Passwords				
	Supervisor				
	Technician	:			
0-4-5	eliantiae in last una	d Coffuero Mada	ī	2	

Number 1 issue is Wrong IP Address. To determine if imager is connected go to File menu select find Imagers and select imager. When you first connect to the Imager this is usually what you will find. (Note IP Address for Imager should be 192.193.194.2 if not change to this address by highlighting the imager. This allows to you then select Set IP Address.)

e all of the imagers that c	could be detected or	n the network.			OK Cancel
					Help
MAC Address	IP Address	IP Mask	Firmware Version	Status	Move Up
00-0B-EE-20-0E-9A	192.193.194.2	255.255.255.0	Unknown	Not Found	Move Down Delete Find New Set IP Address Flash LEDs
	MAC Address 00-08-EE-20-0E-9A	MAC Address IP Address 00-08-EE-20-0E-9A 192.193.194.2	MAC Address IP Address IP Mask 00-08-EE-20-0E-3A 192.193.194.2 255.255.255.0	MAC Address IP Address IP Mask Firmware Version 00-08-EE-20-0E-9A 192.193.194.2 255.255.255.0 Unknown	MAC Address IP Address IP Mask Firmware Version Status 00-0B-EE-20-0E-9A 192.193.194.2 255.255.0 Unknown Not Found

If this is what you find go to the control panel select network & sharing and select Local area connection. Then select Properties. In properties select Internet Protocol Version 4(TCP/IPv4). P4 Trouble shooting and setup. 6-10-14



After selecting V4 enter the IP address: 192.193.194.1 The original setting was 192.193.194.195 Subnet mask is 255.255.255.0 do not change this setting.

Connort			
Connect	using:		
😰 Inte	el(R) 82579LM	Gigabit Network Cor	nection
			Configure
This conn	ection uses the	e following items:	
🗹 🛃	Client for Micros	soft Networks	
	QoS Packet Sc	heduler	
	File and Printer	Sharing for Microsoft	t Networks
V	internet Protoco	ol Version 6 (TCP/IP	v6)
	nternet Protoco	ol Version 4 (TCP/IP	v4)
	Link-Layer Top	ology Discovery Map	per I/O Driver
× •	unk-Layer Top	blogy Discovery Res	ponder
		Uninstall	Properties
Ins	tall	ST III SSEDI	
Descrip	tall	Grinsdon	
Descrip Transm	tall tion iission Control I	Protocol/Internet Pro	tocol. The default
Ins Descrip Transm wide an	tion nission Control I rea network pro	Protocol/Internet Pro	tocol. The default communication

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You can get IP settings assigned his capability. Otherwise, you r for the appropriate IP settings.	d automatically if your network supports need to ask your network administrator
💿 Obtain an IP address auto	matically
() Use the following IP addres	SS:
IP address:	192 . 193 . 194 . 1
Subnet mask:	255 . 255 . 255 . 0
Default gateway:	
Obtain DNS server address	s automatically
O Use the following DNS serv	ver addresses:
Preferred DNS server:	4 4 4
Alternate DNS server:	
Validate settings upon exi	t Advanced

For Windows 10 see below



Second common issue for users is Wrong system setting. Found under the options tab "Imager configuration". On the Stitching tab, check the settings for the Pens "under the "Manual Adjustment" boxes. Remember you must use the up and down arrows to



Correction Correction Test Connect using Test Connect using Test Connect using Testek PCe	General	
Correction Free Connectuators No network actions		
	GRE Family Controller #2 this capability. Offer the	anspred automatically if your retwork aupports e, you need to ask your network administrator attrice.
9-4 Canonically Social Sector Englished Social State	Configure O Obtain an P addre	es automatically
Tenent Ston D Mitter Bin 100 Em Clevet for M	konsoft Networks	192 - 193 - 194 - 1
Details	nter Schelung for Morsest Tetworks	255 . 255 . 255 . 0
(nd) 🖉 a biseriet P	otocsil Version 4 (TCP/IPv4) Network Adapter Multiplever Protocoli Default gatewayi	4
Access De Alterent P	LLDP Anabook Driver Indood Version 6 (TCP/IPv6) * Doteer DNG server	address automatically
Set - Minter	(e) Use the following (AP Perver administration
Network BR,597 127,943 Descrition	Alternate DFG server	
Stopener Stope Degrad address of	view Potocol Internet Protocol. The default on protocol that provides communication relevance-tool networks.	conext Atomad
Cher	the second second second second	a and
the second	PL CALL REPORT	
Heas # HRDSel/Waeless Tools Internet Options Westwer Fernet		
		and the second sec

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change settings. General setting are below. To test these settings do a print purge and check the alignment of the pens. They should be the entire length of the packet and a full $\frac{1}{2}$ wide for each pen.

Under the Imager settings tab check that the following setting are as shown below.

Under the system settings check the following items.

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Stitching IO Events Pen Properties	Imager Settings System	n Settings		
VTMK Configuration VTMK - Parallel Wired Daisy Chained Custom	Encoder Mode One Channel Two Channel Encoder Resample DPI: 300		Sensor Input Input 0 Input 1	Input Polarity Normal
Imager 1 Sparse Spit I Enable	Channel 1 - Input Input 0 Input 1 Input 2 Input 3 Input 4	Channel 2 - Input Input 0 Input 1 Input 2 Input 3 Input 4	 Input 2 Input 3 Input 4 Daisy Chain Output 0 Fixed Repeat Output 1 	Input Edge Rising Falling Fixed Repeat Length 5,000
Repeat: 256 Inches Enable Warming Pulse	 Daisy Chain Free Run Encoder Free Run Ra 50.12 Inch 	te es / Second	Sensor Delay Accura Accuracy Max Distance	cy : 600 DPI : 109.22 Inches

Imager Configuration

titching IO Events Pen Properties Imager	Settings System Settings	
Terminal Mode	Units	
Mada: Disabled (Normal Mode)		GUI Logging
		Disabled
Port Type: RS-232	Print Speed Units	Enabled
RS-232 Port: Comm Port 1 -	 Inches per Second East per Minute 	Error Dumon Only
Baud Rate: 38,400 -	Meters per Minute	C Ellor Dumps Only
	Meters per minute	Imager Logging
Suppress GUI Pop-Up Screens	Other Settings	Oisabled
Read-Print Mode #1 Index Num: 1	Encoder DPI: 300	Enabled
Send Page Printed Early	Number of Imager Puffere:	Terminal Mode Logging
Terminal Mode #3		Disabled
Pre-Amble (bex): 0	V4 GUI Name:	
	Service Station Enabled	Commands
Post-Amble #1 (hex): C	Auto Load Previous Job	Commands and Data
Post-Amble #2 (bex):	Enable Buffer Graphs	
	Allow Rotation of Dynamic Blocks	
	Auto Abort	
	Compress Baster Data	Pen Properties
Track Record Status by Default	Trade Data Size	Automatically Reset Ink Level On Cartridge Change
Enable Multiple Copies		Pixel Drop Volume (pl): 30
	Encoder-based Continuous Form Tracking	Castedian Life (m):
	Enable Continuous Form Size Tracking	Califolge Life (m).
	Form Size (In Inches): 12.25	Bulk Cartridge Pen Life (ml): 760
	Abort Printing on Error Detection	Ink Estimate
		Calculate Ink Costs
	Form Print Delay (in n nages):	Ink Cost Per Milliliter
	- Auto correct missed sensor bits using	Units: \$
	pulse output	Amount: 0.9524
	Output 0 Output 1	Anount, U.Soza

The third common problem is the box "Service Station Enabled" is checked. Make sure this box is NOT Checked"!

The next common issue is skipping pieces. This is usually caused by the wrong form size under the Form Design Tab. Make sure the form is the same size as the entire piece you are printing. If the packet has the flap open then measure from the end of the flap to the bottom of the packet.

The other reason could be caused by holes punched in the packets. If this is the cause then move feeder guides left or right $\frac{1}{2}$ inch.

Next issue is not able to install software.

If you cannot install the software then turn off your firewall on the computer.

Another issue is the stitching settings.

First check the settings as shown above then the convor settings. Make sure they are set "right-to-left".

Other Settings Encoder DPI: 300		
Number of Imager Buffers: 4		
V4 GUI Name:		
Service Station Enabled		
Auto Load Previous Job		
Enable Buffer Graphs		
Allow Rotation of Dynamic Blocks		
Auto Abort		

Imager Setup: for an envelope/packet that is 6.5 inches long with a print area of 2 inches. This is a starting point you will need to adjust for your specific size packet. Note the Width setting is distance the packet travels past the print head. For this setting the packet is traveling from the bottom to the top of the packet.

	• • •	
Imager Setup Form Design Prin	t Manager Pen Status	IO Status Log
Current Configuration: 6.5 x 2.00 Job Setup (In Inches) Form Size	Print Resolution (DPI)	Imager Setup (In Inches)
Custom	Vertical : 600 🔹	Engine 4th Pen Distance From Distance Stitching External I/O Print Density Opposite Side
Width: 6.50 Height: 2.00	Horizontal : 300 🔻	#1 Inline 🔽 0.0000 1.7000 All Possible 💌 None 💌 100.00 % 💌 No
Barcode Shaving Specific Settings	Paper Orientation: Normal	Add Jet Engine Delete Engine Conveyor Direction Pen Direction O Left To Right Bight To Left Pens Down Image: Conveyor C
1 Conveyor Direction	S	

03/24/2014 10:59 18078437075 KUTOMECHA NF6_ #0540 P.001/001

ACCUFAST P4 Factory Settings Sheet Date:

Jet.engine GUI v2.2 Build 40 Serial #:

Imager Setup tab (jet.engine GUI main screen)

Paper Orentation: Normal Imager Setup(In Inches) - 4th Pen: Inline

Conveyor Direction: R to L

Options Menu / Imager Configuration..., / Stiching tab

Pen Overlap: Zero All Process Direction Adjustment: All 30-29

Manual Adjustment:

Imager 1	Serial #:
TCP/IP	192.193.194.2
Pen #	Distance From Sensor
Pen 1	1.7
Pen 2	2.7
Pen 3	6.7
Pen 4	7.7

Options Menu / Imager Configuration ... / Imager Settings tab

VTMK Configuration - Custom

Encoder - Mode: One Channel Channel1 input: Input 0

Sensor - Input: Input 4 . Input Polarity: Normal Input Edge: Rising

Sector Checked to enable (checked to enable)

Options Menu / Imager Configuration ... / System Settings tab

Units - Units: Imperial (American) Print Speed Units: Inches Per Second

Other Settings - Encoder DPI: 300

Service Station Enabled (unchecked to disable)

Allow Rotation of Dynamic Blocks (checked to enable)

Auto Abort (checked to enable)

The TCP/IP Address for the P4 imager <u>must be different</u> than the computer network interface TCP/IP. The computer network interface device TCP/IP should be set to:

192.193.194.195 with a subnet mask of 255.255.255.0