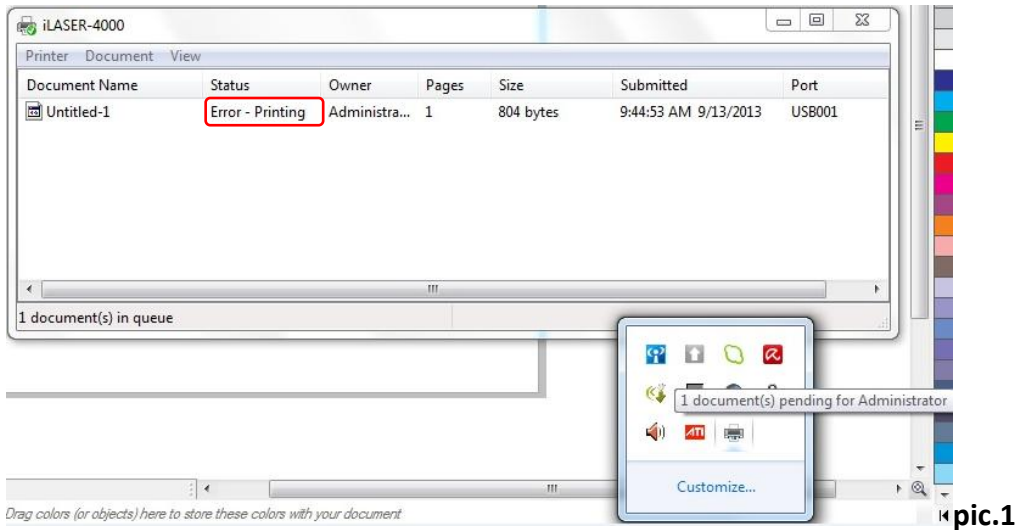


SOP # S010011

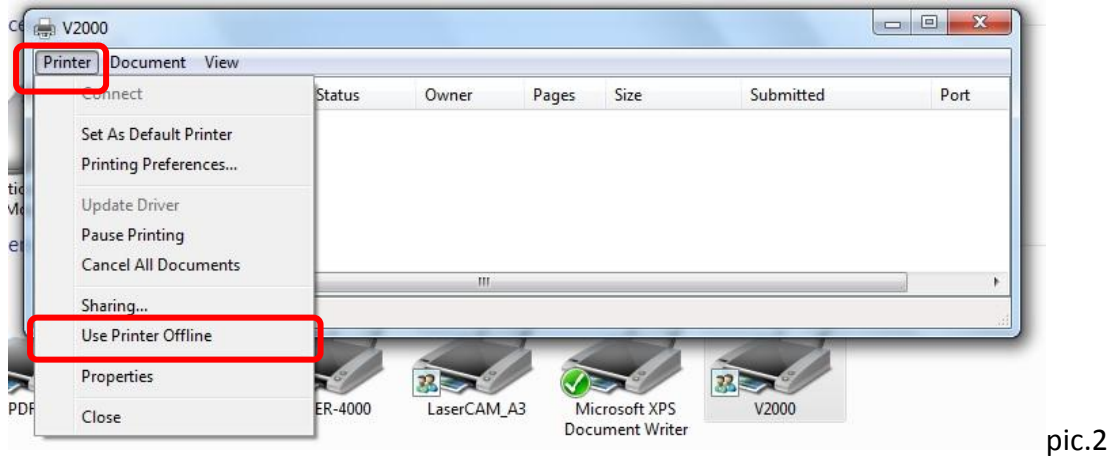
Title : USB device is not recognized or File is failed to send to machine.

When you print a file

If you can not transfer these files to the machine

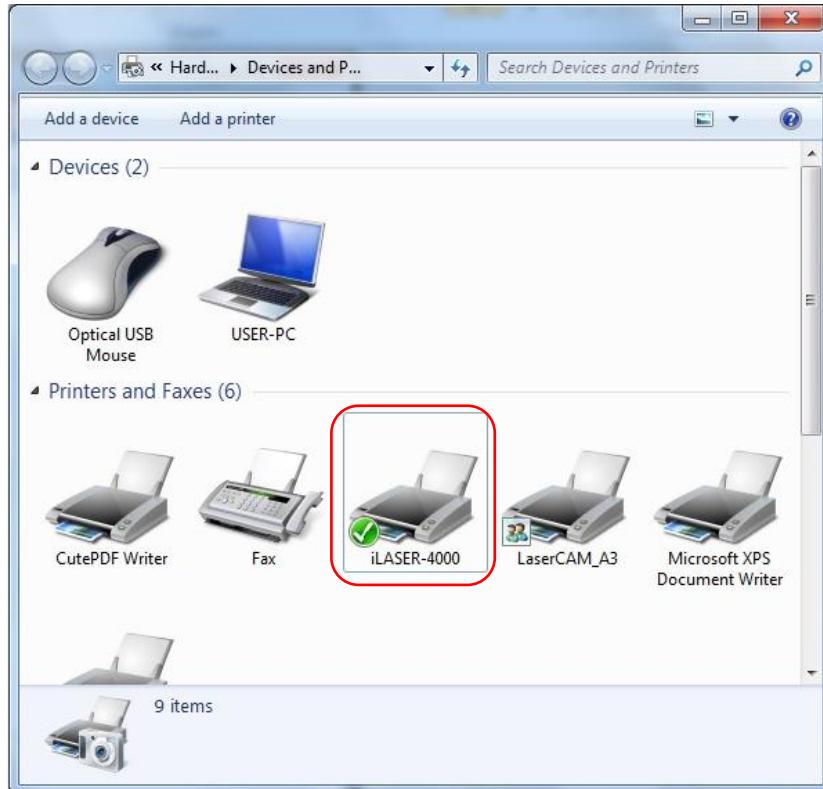


1. Make sure your printer driver <Use Printer Offline> is not checked.  
Go to "Devices and Printers".  
Double click the printer driver.  
Go to "Files" / "Use Printer Offline", un-check it.



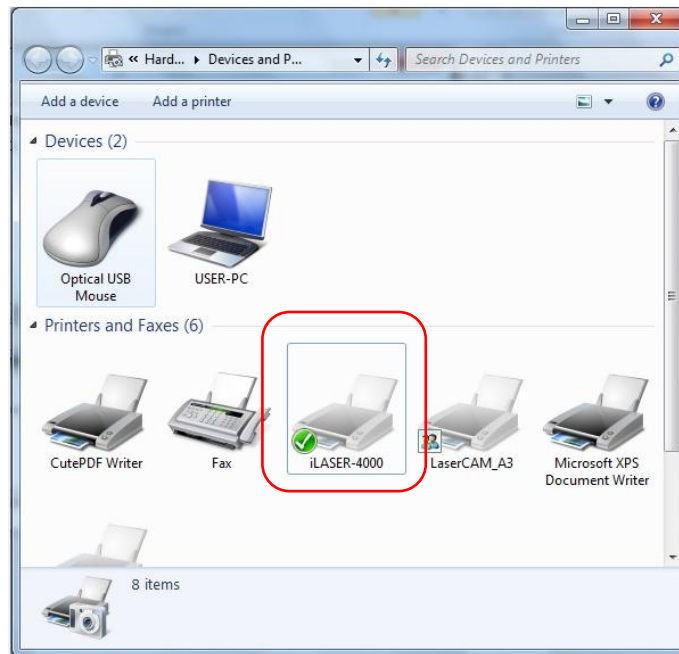
Generally

USB cable connected to the right port on your computer and <Use Printer Offline> is not checked. The printer icon is very clear like pic.3.



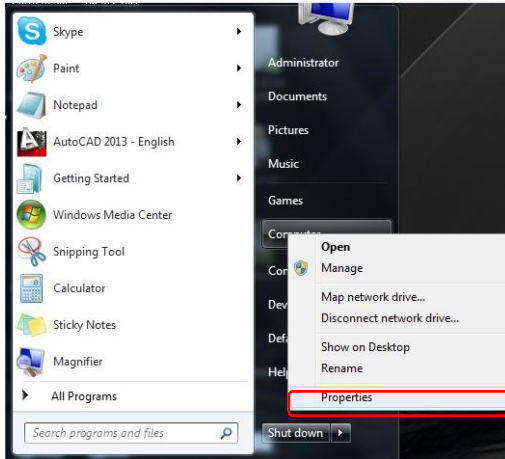
pic.3

If USB cable connected to the wrong port on your computer, or <Use Printer Offline> is checked. Then the printer icon is very unclear like pic.4.

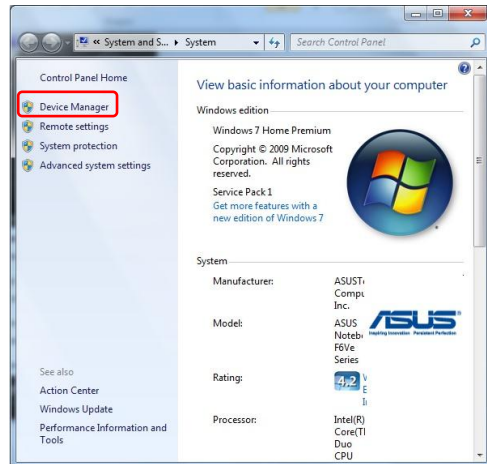


pic.4

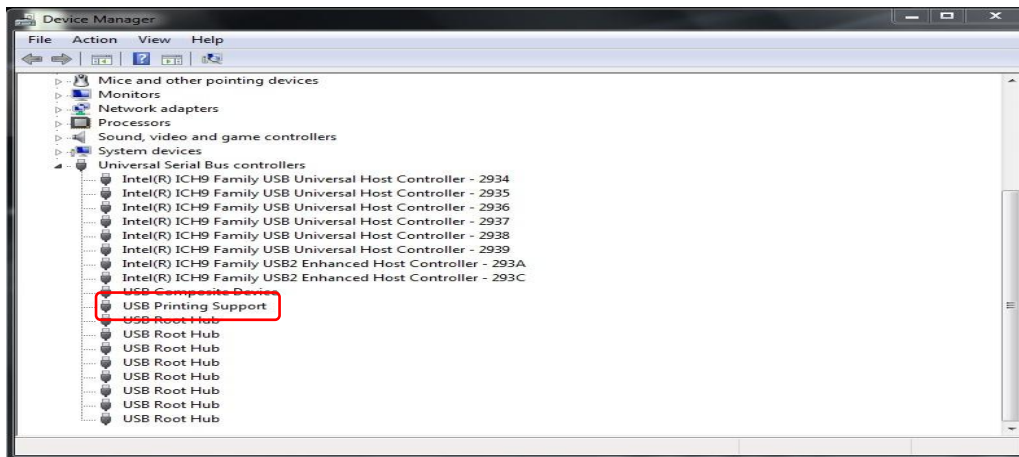
2. You can check your computer recognizes the USB cable or not.  
Right-click <computer>. And check <Properties>\<Device manager>



pic.5



pic.6



pic.7

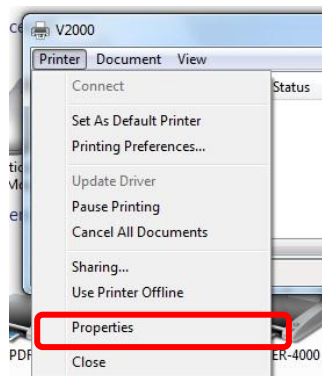
If you check everything like those photos pic.5 ~ pic.7.

Change your port number for virtual printer port for USB.

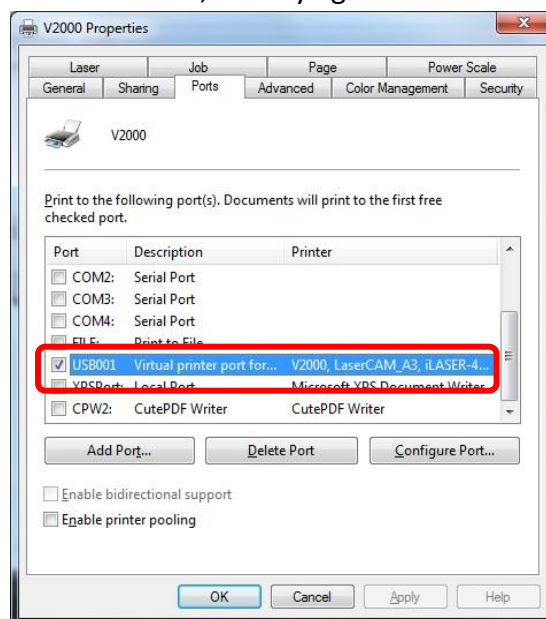
Go to "Devices and Printers".

Double click the printer driver.

Go to <Properties>/ <Ports>, check the different USB00\*, and try again.



pic.8

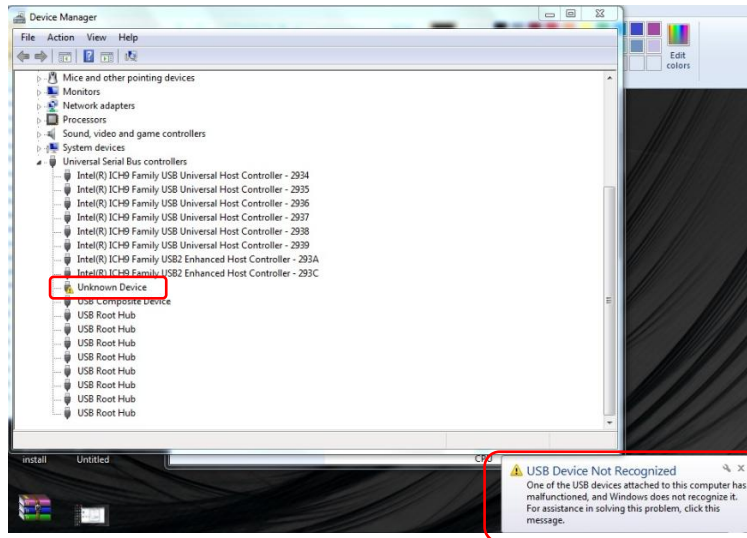


pic.9



Or you can change the physical USB connector to different USB ports of your computer to match the port number setting.

3. If you had this situation <Unknown Device>



pic.10

Power off the machine. You don't have to power off computer.

Open the machine cabinet and go to the main control board.

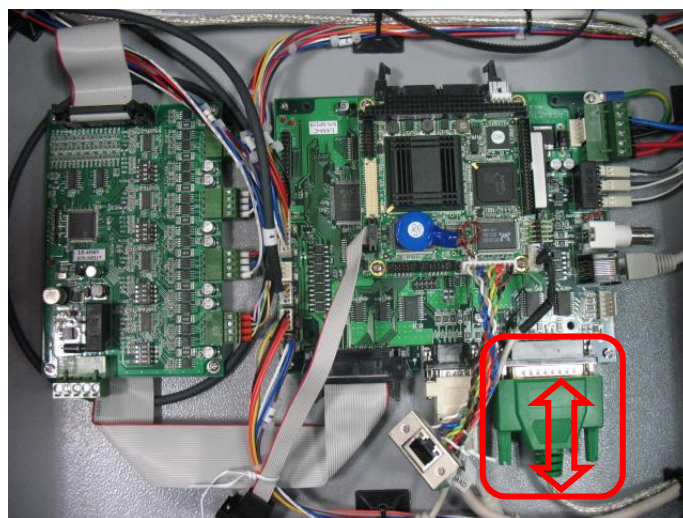
Take off the printer to usb cable at the main control board.

Re-connect the usb connector at your computer.

Go to <Device Manager>, wait for a while until it shows a <USB Printing Support>.

If not, please re-connect it again.

When you get a <USB Printing Support>, you can re-connect printer port at the main control board of the machine.



pic.11

4. If you don't see any <USB Printing Support> or <Unknown Device>. Please check the connection

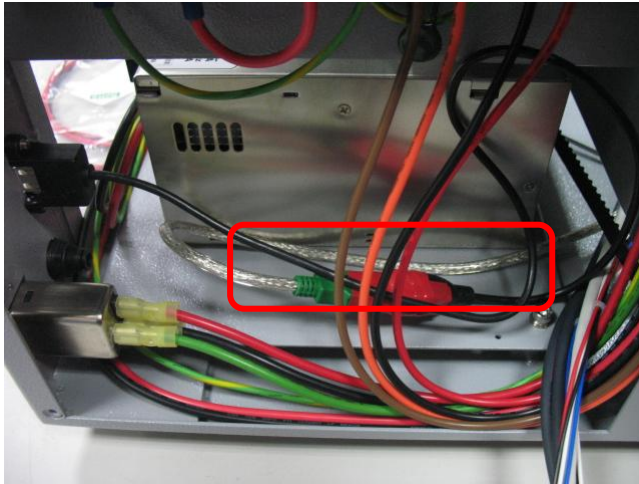


is ok or not.

Printer to usb cable (green) : It is from main control board to extent cable.

USB extent cable (black) : It is extended from Printer to usb cable to cabinet.

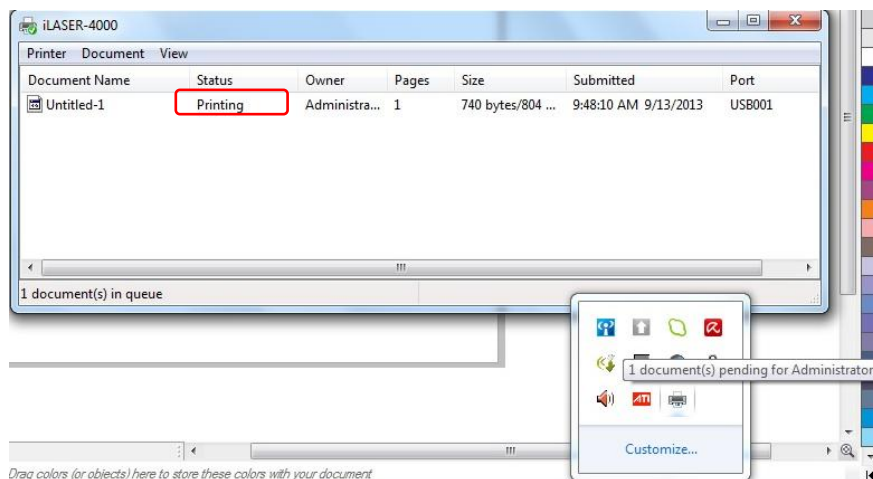
Please check the connection status between green cable and black cable.



pic.12

If the problem is still exist. Change a printer to USB cable (green).

5. After you have checked above items. And the printing situation exists for a long time like pic.13. But the machine does not receive any data. You don't hear any beep sound from machine. It means the main control board is failed. Please contact with LTT for further help.



pic.13