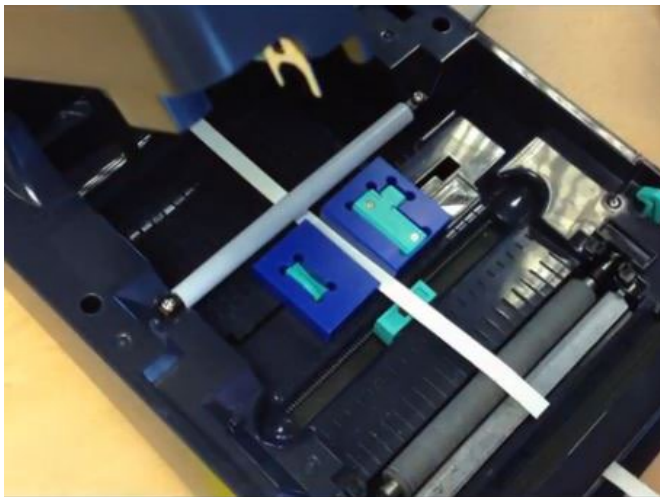


## H4452 Desktop Thermal Printer – Troubleshooting



### Initial Set-up of Printer:

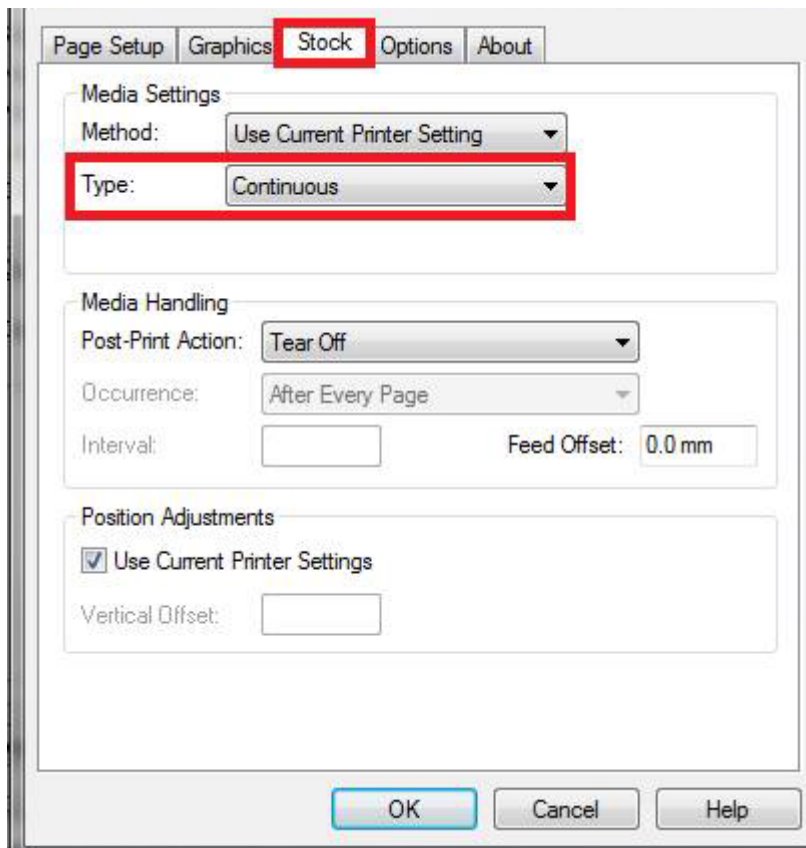


When printing from Bartender I would recommend using True Type or Open Type fonts. For testing purposes Arial is the best. If the customer uses a printer font such as Sans Serif the tubing may well come out blank.

### Printer crashes/requires calibration:

To calibrate manually ensure the printer is physically setup to print. Then with the power switched off hold down the PAUSE/FEED button. Switch the printer on whilst still holding down the PAUSE/FEED button. The LED Will flash in a certain sequence, green once, amber once and then red five times. Release the PAUSE/FEED button on one of the five red flashes.

The printer will feed out some tubing and calibrate. When printing ensure the driver is set to “Continuous”. Please see below;

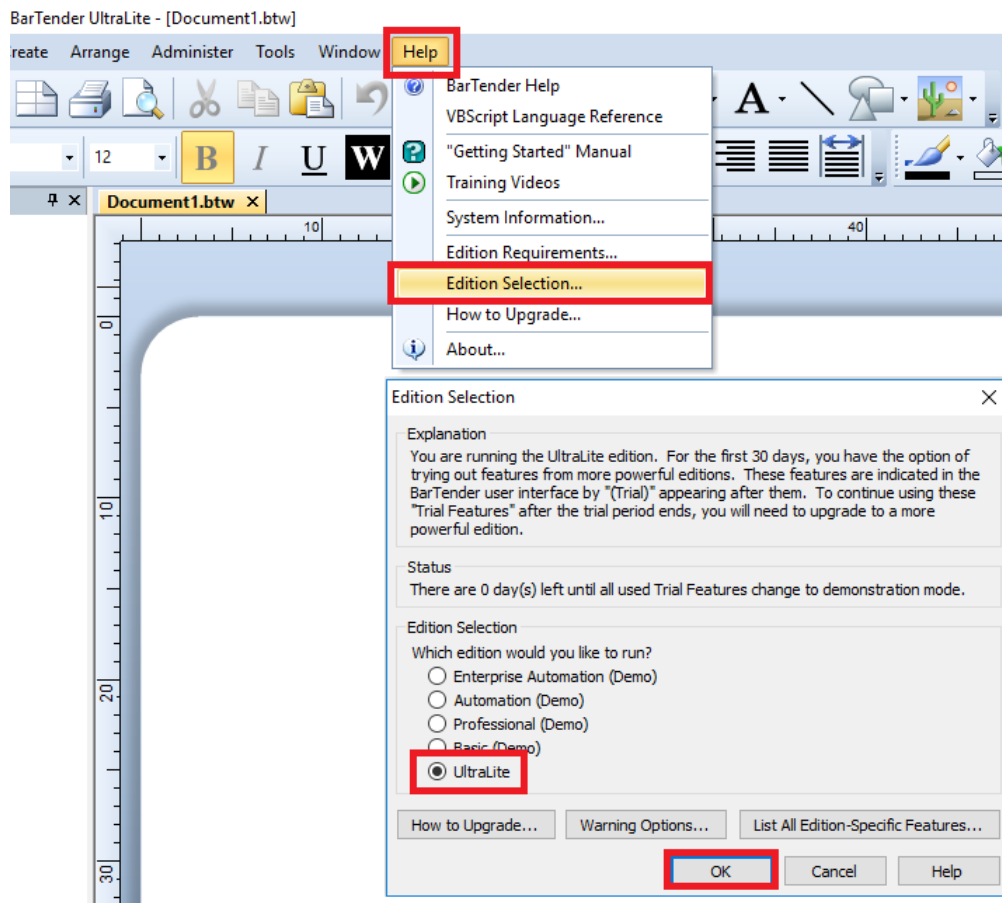


### **Issue with Software:**

If they are using the software provided with the printer there is no licence key required. They could be using trial features which are on a 30-day trial basis. If they need any of these features after the 30-day period then they will need to purchase a higher version of the software such as Professional.

However even after the 30-day period the software will run in normal (Ultralite) mode whereby they can still print text, barcodes, graphics, symbols & incrementing numbers etc It might be worth checking which edition the client is using and switching to the Ultralite edition, please see below.

When they do this any label designs using trial features will not open.



### **Printer Drivers + Software Links:**

[https://www.dropbox.com/s/j4hfk3ymdepvlx/BT2016\\_R2\\_3056\\_UL\\_Kroy.exe?dl=0](https://www.dropbox.com/s/j4hfk3ymdepvlx/BT2016_R2_3056_UL_Kroy.exe?dl=0)

[https://www.dropbox.com/s/imxcbt96ic7j1uq/KROY\\_2018.2%20%281%29.exe?dl=0](https://www.dropbox.com/s/imxcbt96ic7j1uq/KROY_2018.2%20%281%29.exe?dl=0)

<https://www.seagullscientific.com/drivers/kroy-windows-printer-drivers/>

If any of the above do not resolve your issues, please contact ourselves on **01942 723101** or via [sales@hilltop-products.co.uk](mailto:sales@hilltop-products.co.uk)