

Pro Kiosk

TROUBLESHOOTING GUIDE

Darkroom Booth (photo booth software)

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Printing

(BE SURE TO CONTINUE TAKING PHOTOS! Tell the guest we'll bring their photo over in a moment)

Won't Print

Summary:

1. Check all wires at the back of the printer and at the extension cord
2. Make sure there's power.
3. Make sure there are no error lights.
4. Make sure the computer sees the printer.

Does the printer have **power**? Make sure the light is on (lower left corner of the front).

If No:

- Make sure the power cable is plugged in to the extension cord and be sure it is also snugly attached to the back of the printer.
- Be sure the extension cord is turned on (if using yellow wind up cord) and is receiving power.
- Make sure the power switch (front, lower right corner) is turned ON
- Trade the Extension cord for a new one. There should be 2 in your supply box.
- Replace the power cord from the backup box

If Yes, are there lights blinking? See chart on the following page.

Are you able to **print from Windows**? Try to print something from the desktop or another folder. Will it print?

If Yes:

- Be sure your event has prints turned on within Darkroom Booth. In the software, be sure the "Output" tab is selected and then be sure "Print Photo" is ticked in the output options. Should be at the top of the list.
- Clear the Darkroom Booth Print Queue. Go to "Prints", then select the "Print" drop down menu at the top. Select "Show Print Queue". If there are any prints in there, look to see where they got

held up (this queue shows all outgoing images including print, email and text). Clear the queue. If it's getting held up at email or text, turn off the function.

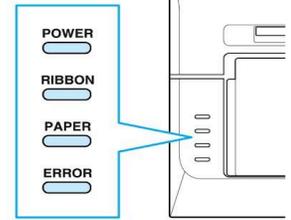
If No:

- Try clearing the Windows print queue. The printer should be in the bottom taskbar, double click it and select all jobs and clear/delete.
- Be sure the print USB is plugged into the USB hub and secured snugly in the back of the printer.
- See if Windows "sees" the printer. (Click in the Windows search box and type "Printer", select "Printers & Scanners" is the DNP620a present? If no, try replacing the USB cable. If this does not work, unplug the USB hub from the computer and plug the printer directly into the computer. Is the printer seen and able to print now? If yes, replace the USB Hub from the back up box.

Troubleshooting

Error display

The LEDs condition (lit, flashing, off) indicates the product status.



lit,
 flashing,
 off.

LED display	Status	Condition
POWER: RIBBON: PAPER: ERROR: 	Paper end	Set a new roll of paper & ribbon/ink
POWER: RIBBON: PAPER: ERROR: 	Ribbon end	Set a new ribbon & paper
POWER: RIBBON: PAPER: ERROR: 	Door is open (no paper)	Properly set the paper and then close the mechanism unit.
POWER: RIBBON: PAPER: ERROR: 	Door is open	Close the mechanism unit.
POWER: RIBBON: PAPER: ERROR: 	Scrap box missing	Set the scrap box in the printer.
POWER: RIBBON: PAPER: ERROR: 	Paper error	Set the paper properly.
POWER: RIBBON: PAPER: ERROR: 	Ribbon error	Set the ribbon properly.
POWER: RIBBON: PAPER: ERROR: * RIBBON LED and PAPER LED alternately flash	Media size error	Send data with a size that matches the media size that has been set on the printer or replace the media with the proper size.
POWER: RIBBON: PAPER: ERROR: 	System error	Reset the ON/Standby switch. If the system does not recover, contact your dealer.
POWER: RIBBON: PAPER: ERROR: 	Head cool down	The print heads are being cooled. This error is cleared automatically.

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