



PRINT UTILITY

Hot Folder Print v2.1

User Guide

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Before You Begin...

Documentation Conventions

When using this document, several text elements and treatments are repeated throughout. The following is an explanation of these symbols and headings:

Text Elements



Attention

This denotes important information concerning safety when working with the equipment. Failure to comply with an Attention statement can cause you injury or harm or cause damage to the system.



Note

This signifies convenient or useful instructions.

Text Treatments

Bold Text – Indicates items you can select, such as buttons and menu entries.

Italic Text – Indicates variable text or placeholders for information, such as user names and directory paths. When entering directory paths and so forth, the word in italics should not be typed, but should be replaced by the appropriate text. Italic text also introduces new words, and is occasionally used for emphasis in text.

Monospace– Distinguishes information that is displayed on the screen as well as the text that you should enter.

Important Safety Instructions

Safety is paramount when installing and operating the system. These safety instructions are to protect you and the customer and for the overall public. The following bullet points apply to the safety instructions in this manual:

- ❖ Read all of these instructions before setting up, installing, and operating your system.
- ❖ Follow all warnings, safety precautions, and notices for all procedures in this manual.
- ❖ When in doubt, stop what you are doing and reassess the safety of the situation or procedure. Never continue with a step or procedure when there is the slightest doubt regarding safety.
- ❖ Save these instructions for future reference.

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What is Hot Folder Print?

Hot Folder Print™ (or HFP) is an application that monitors select folders for compatible image files to send to an attached DNP printer for output. The folders are named according to the size print that will be produced. HFP prints your specified number of copies of each image and then, if configured to do so, moves the image file to an archive folder. HFP supports adding borders to prints using the HFP Admin controls. HFP is designed to work with only DNP DS and RX series printers. HFP now supports duplex printing application when using the DS80DX duplex printer, and works in conjunction with DNP IAM's new Mini Photobook application.

- ◆ **Hot Folder Print Utility** supports multiple languages.

System Requirements

PC	Windows 8, Windows 7
	.NET version 4.5
	2 GB Ram or greater
	1024 x 768 video resolution or greater
	200 GB of free disk space (2+ GB if archiving is turned on)
Supported Printers	DS40
(sold separately)	DS80
	DS80DX
	DSRX1
	DS620A
Print Size	DS40 3.5"x5", 4"x6", 5"x7", 6"x8", 6"x9"
	DS80 6"x8", 6"x9", 8"x10", 8"x12"
	DSRX1 4"x6", 5"x7", 6"x8"
	DS80DX 8"x10", 8"x12", 8"x10.75", 8"x10.5"
	DS620A 3.5"x5", 4"x6", 5"x7", 6"x8"



Note

Hot Folder Print only displays the sizes available to print based on the media type loaded, i.e., a 6" printer has 6"x8" media loaded, only 4"x6", 5"x7" and 6"x8" sizes will be displayed.

Accepted Image Files

The following image types are accepted in this version of Hot Folder Print:

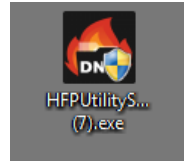
- ❖ JPG/JPEG
- ❖ TIF/TIFF
- ❖ PNG
- ❖ BMP

If You Used Hot Folder Print v1.0...

If you used the previous version of Hot Folder Print, you can still install the current version on your PC. The new version is installed using a different folder structure, so your Hot Folder Print v1.0 is still available for use. However, DNP Imagingcomm America Corporation does not recommend running both versions of Hot Folder Print at the same time on the same system. Doing so can cause printing errors as well cause the software to malfunction.

If Installing on Top of Hot Folder Print v2.0

If you have previously installed HFP 2.0, this version will upgrade your current version to v. 2.1. After you have copied the installation file to your system, simply double-click the icon to begin the installation wizard (*icon shown at right*). Follow the on-screen prompts to finalize the installation and begin using the software.



What's New in this Version of Hot Folder Print?

The following is a list of new features in this version of the application:

- ❖ **Duplex Printing.** Hot Folder Print now supports printing to DNP DS80DX duplex printers.
- ❖ **Supports multiple printers.** This version of Hot Folder Print allows support for up to 4 DS or RX series printers. Only two of any model are supported at a time, and only a single DS80DX is supported at this time.
- ❖ **Supports DS620A.** Support added for DNP's new flagship printer, the DS620A. Size options match those of DS40 and DSRX1.
- ❖ **Multi-cut prints.** Multi-cut printing of 4"x6" prints on 6"x8" and 6"x9" media and 3.5"x5" prints on 5"x7" media has been added to HFP to cut down on media waste.

Using Hot Folder Print

Use the following information to tour the Hot Folder Print interface and get to know the application. By using the intuitive interface, you can print photos quickly and with ease.

Opening Hot Folder Print



Note

Before starting Hot Folder Print, make sure your DS or RX series printer is connected to your system via USB, and powered ON. You may need to install the printer driver before your printer shows on your computer.

1. Double-click the **Hot Folder Print** icon on your desktop to start the Hot Folder Print Utility.























Figure 1. HFP icon

2. HFP starts open on the system desktop.

Identifying the Application Icons

Use this section to identify the different buttons and icons that are used throughout the software application.

Icon	Name	Description
 	Back	Returns you to the previous screen.
 	Save	Saves the changes you made.
 	Print	Access the print workflow.
 	Import Image	Opens folder to import images.
 	Undo Changes	Returns the screen values to the defaults.
 	Import Border	Opens folder to import borders.
 	Edit Border	Opens border edit screen.
 	Drag and Drop	Opens the drag and drop folders.
 	Settings	Opens the admin screens.
 	Delete/Exit	Deletes the selected item (borders) or exits the screen/application.

Hot Folder Print Dashboard

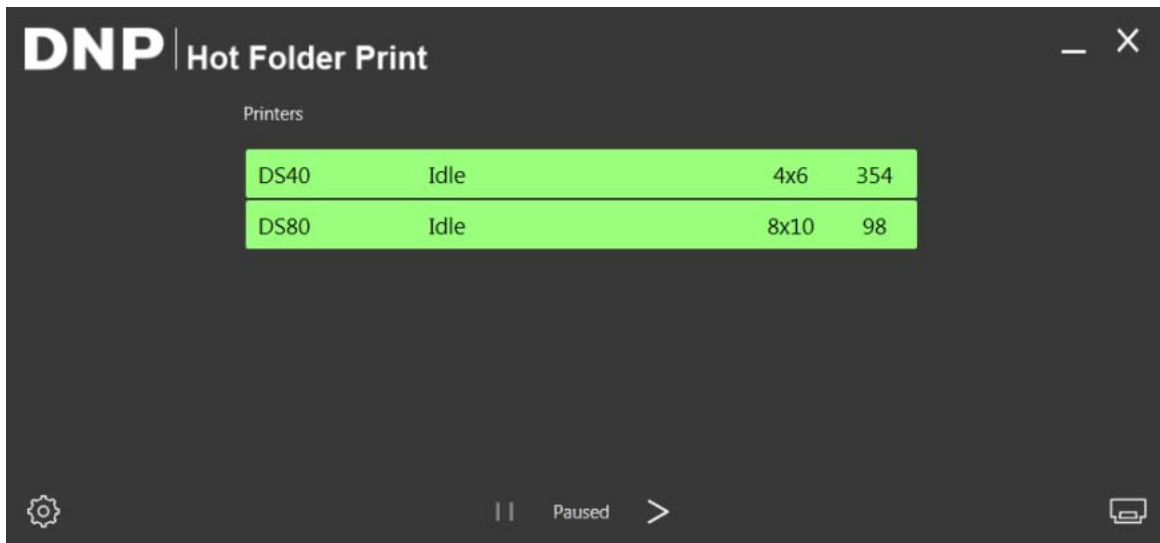


Figure 2. Main dashboard

With the main user interface, you can see the status of your system at a glance. The HFP dashboard gives you a quick view of the attached printers, the printer status, and how many prints are remaining in the current media set. Use the dashboard as your main operating screen as you can access all parts of the HFP interface from the main dashboard.

Dashboard Tour

The following section explains the buttons, or *icons*, used on the main dashboard. Use this section to identify the icons and to better understand the Hot Folder Print application.

- ❖ **Printer List** - The printer list is shown in the middle of the screen. Allows you to easily view important information about your attached printers.
The list displays the printer type, printer status, current media loaded, and remaining prints for each printer you have attached to the system. The printer list is also color coded:
 - ◆ **Light Green:** idle printer status
 - ◆ **Dark Green:** printing status
 - ◆ **Yellow:** warning status
 - ◆ **Red:** error status
- ❖ **Settings Button** - Pressing the **Settings** button accesses the administrative screens.
- ❖ **Print Button** - Opens the print workflow window.
- ❖ **Pause/Play Buttons** - Toggles between all orders being paused or active.
- ❖ **Application Control Buttons** - As with most applications, Hot Folder Print allows you to minimize or close the application using the buttons in the top right corner.

Accessing Printer-Specific Information

Need to see information about one of your printers? The printer info box shows information about your printer at a glance.



Figure 3. Printer info box

1. You can view the printer info box for each printer by clicking that printer on the main dashboard.
2. The following is reported for each printer attached to your system:
 - ◆ **Printer:** Printer type (DS40, DS80, RX1, DS80DX, DS620A).
 - ◆ **Status:** Current status of the printer (Idle, Printing, Error, etc).
 - ◆ **Sheets Remaining:** # of prints left on the media.
 - ◆ **Serial Number:** Serial number of the printer.
 - ◆ **Firmware:** Firmware version installed.
 - ◆ **CVD:** Firmware color configuration file.
 - ◆ **Media Type:** Size of media installed.
 - ◆ **Life Counter:** Total # prints run through lifetime of the printer.
 - ◆ **Matte Counter:** Number of matte prints the printer has run in the lifetime of the printer.
 - ◆ **ICM File:** Name of the ICM file in use.
3. Press the **X** in the white box to close the info box and return to the main dashboard.

Image Import Mode

Image import mode is the default print method when you install HFP. By using the image import print mode, you can arrange the print order of your images, delay printing (by staying on the print screen), and view thumbnails of the images before you print. You can verify that image import mode is active by the printer icon in the lower right corner of the main dashboard.

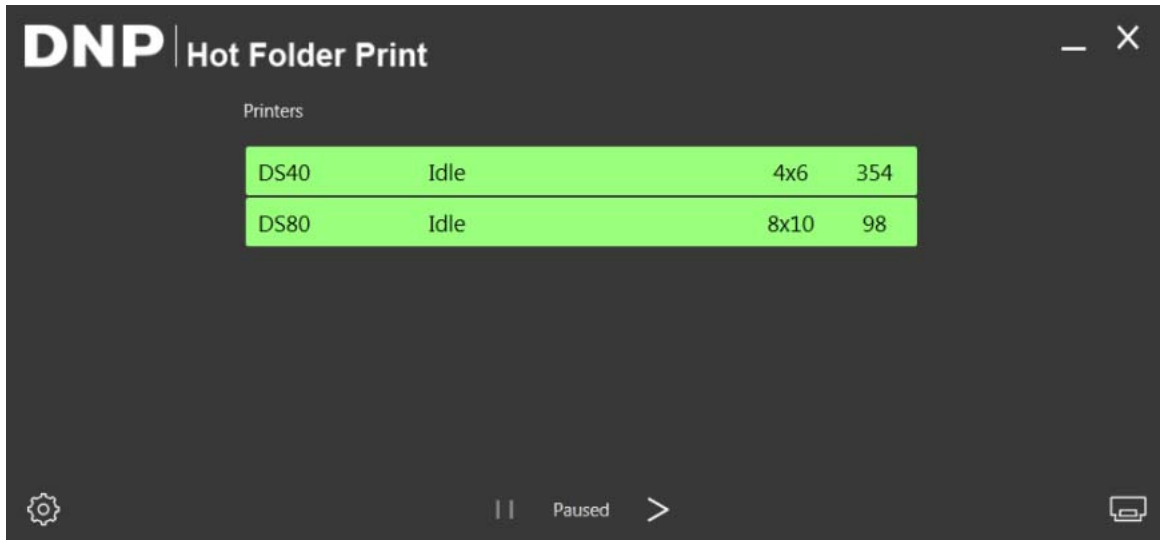


Figure 4. Image import mode dashboard

Import Image Mode Tour

Use this section to learn about the image print screen.



Attention

Thumbnails are shown in the original image size, not the selected print size. If necessary, Hot Folder Print performs a center crop on images to obtain the necessary aspect ratio for the selected print size. For more information, see “About Aspect Ratios” on page 22.

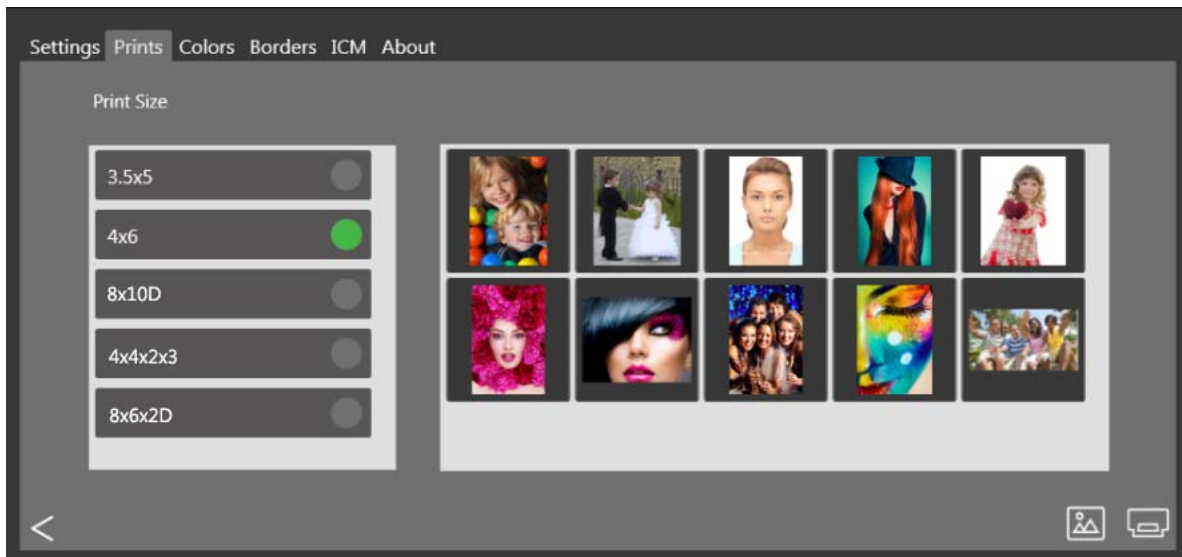


Figure 5. Image print screen

- ❖ **Image Thumbnails:** All images that have been loaded for the current print session are displayed in the thumbnail panel.
- ❖ **Print Sizes:** Only print sizes that are available for the attached printers and inserted media are shown. If the print size has a “d” after it, this signifies a duplex media option.



Note

The 8x4x3D, the 4x4x2x3, and 8x6x2D selections in the Print Size box are to be used exclusively for DNP IAM’s Mini-Photobook application.

- ❖ **Image Import Button:** Opens the image import window.
- ❖ **Print Button:** Prints all of the images that are shown in the thumbnail panel. Pressing **Print** will send the images to the printer and take the user back to the main printer status screen.

Using Image Import Mode to Print

1. From the main dashboard, press the **Print** button in the lower right corner of the application. The image print screen opens.



Figure 6. Dashboard

2. Select your **print size**. A green dot appears next to the selected print size.



Figure 7. Selected print size



Note

You can only print one print size for each print session. If you need to print more than one size, simply create another print session for each of the other print sizes.

3. Press the **Image Import** button. An explorer window opens.

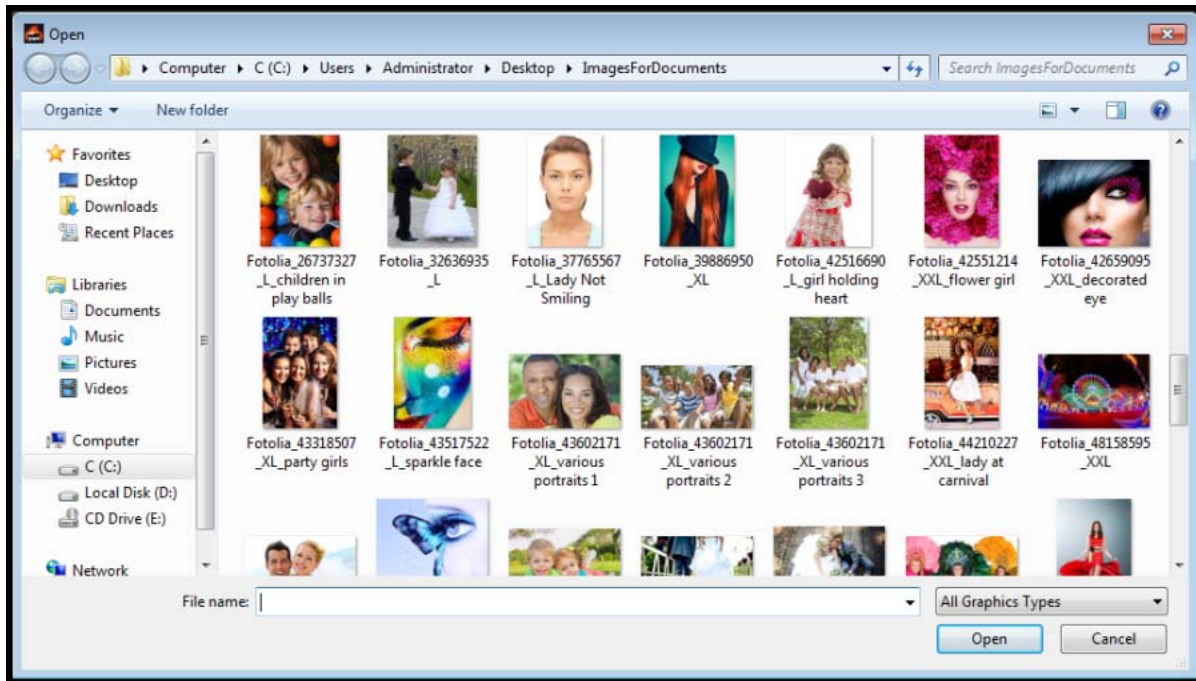


Figure 8. Explorer window

4. Browse to and select your images. Press the **Open** button in the explorer window to load the selected images.



Note

You can select multiple images by holding down the **Control** key on the keyboard and selecting the images.

- With the images loaded on the HFP print screen, you can drag the images to switch the print order.

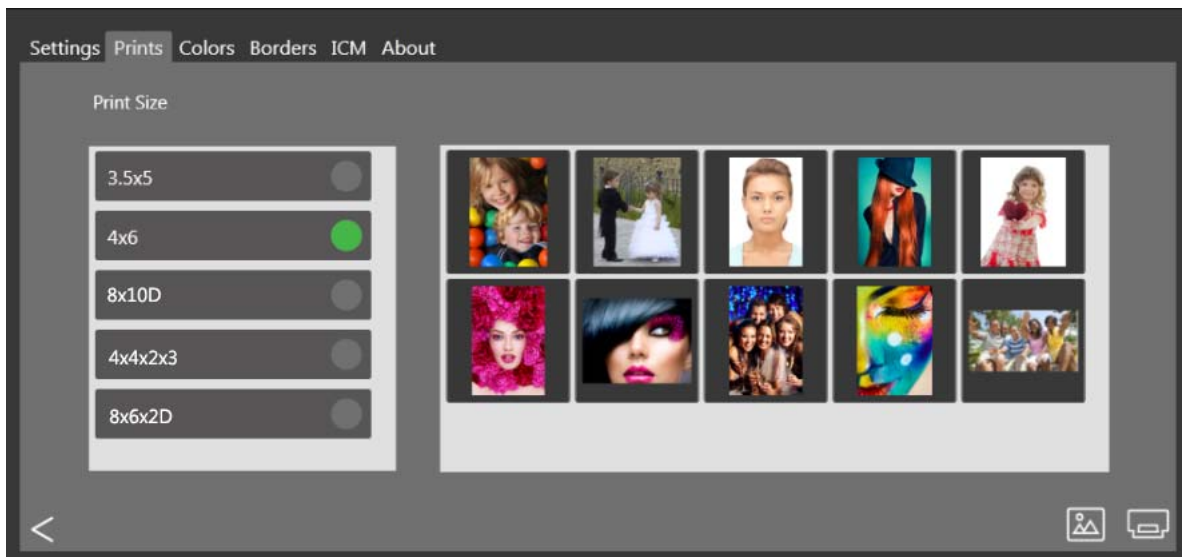


Figure 9. Loaded images

- When you have arranged the images in the desired print order, press the **Print** button to print your images.
- The images will be sent to the appropriate printer(s), and the user will be returned to the main printer status screen.

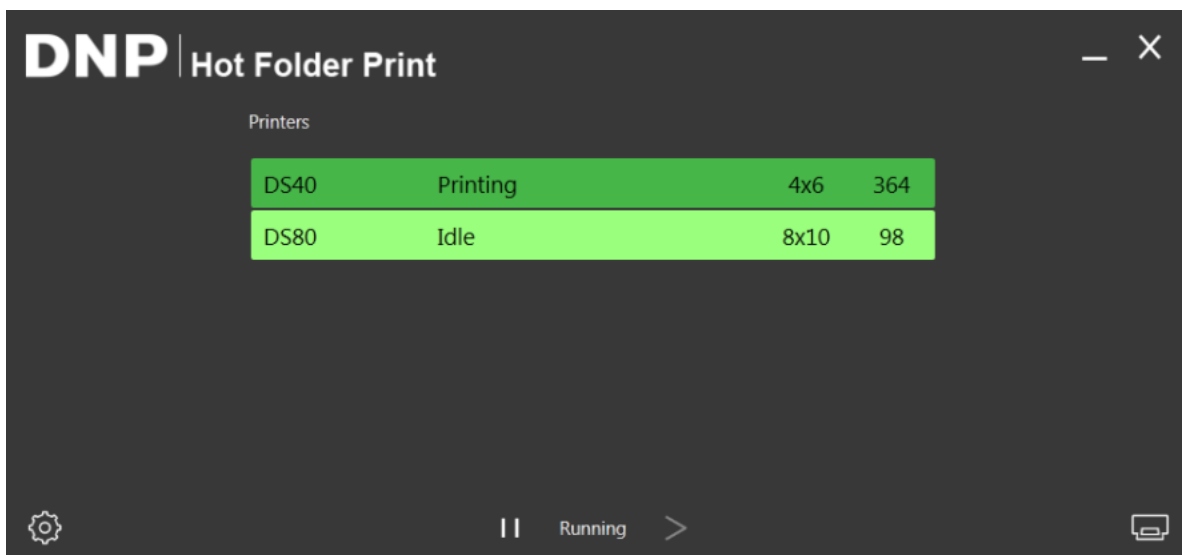


Figure 10. Printing status



Note

If multiple images are printed while the 3.5"x5" or 4"x6" size option is selected and you have 5"x7", 6"x8", or 6"x9" media, Hot Folder Print will take advantage of the printer's multi-cut ability to maximize the number of prints per roll of media.

About Aspect Ratios



Figure 11. Aspect Ratios of 4x6, 5x7, 8x10, and 4x4 on the Same Image

The aspect ratio is the ratio of the width to the height of an image. The aspect ratio of your images depends on the source of those images. Different imaging devices (cameras, scanners, printers, software) use different aspect ratios. For example, the aspect ratio of 35mm film cameras is 1:1.5.

Depending on how the original aspect ratio compares to the targeted print aspect ratio, when you convert a picture from one aspect ratio to another, you must crop either the height or the width of the photo.

Images are cropped because, in many cases, the aspect ratio must be changed to fit a standard print size, meaning the proportion of height to width must be changed. Forcing an image with one aspect ratio to fit in a print size of another aspect ratio results in the image becoming distorted, making the image look stretched or compressed. Cropping an image is almost always more desirable than distorting an image.

The aspect ratios for some standard image sizes are shown below. Some digital cameras or imaging devices allow you to select the aspect ratio of your images. To verify if this option is available, consult your digital camera documentation.

Aspect Ratios of Common Image Sizes

Image Size	Aspect Ratio
(Image Height / Image Width)	
4 x 6 Print [inches]	1:1.5
5 x 7 Print [inches]	1:1.4
8 x 10 Print [inches]	1:1.25
640 x 420 [pixels]	1:1.5
1024 x 680 [pixels]	1:1.5
1152 x 820 [pixels]	1:1.4
1600 x 1280 [pixels]	1:1.25
2000 x 1570 [pixels]	1:1.27
Many Digital Cameras	1:1.33



Note

Aspect ratio is not the same as image size.

Hot Folder Monitoring

Hot Folder Print mode monitors certain directories, or folders, for image files. Once image files are detected, those images are printed on the next available printer for that print size.

Placing an image file in any of the following print size directories results in prints of that print size. The following is the location of the print size folders:

<Installation Directory>\Hot Folder\Prints

where <Installation Directory> is the directory where the Hot Folder Print application is installed.

- ❖ **3_5x5** – Location for 3.5"x5" print sizes to be sent to appropriate printers.
- ❖ **4x6** – Location for 4"x6" print sizes to be sent to appropriate printers.
- ❖ **5x7** – Location for 5"x7" print sizes to be sent to appropriate printers.
- ❖ **6x8** – Location for 6"x8" print sizes to be sent to appropriate printers.
- ❖ **6x9** – Location for 6"x9" print sizes to be sent to appropriate printers.
- ❖ **8x10** – Location for 8"x10" print sizes to be sent to appropriate printers.
- ❖ **8x10_50D** – Location for 8"x10.5" duplex print sizes to be sent to appropriate printers.
- ❖ **8x10_75D** – Location for 8"x10.75" duplex print sizes to be sent to appropriate printers.
- ❖ **8x10D** – Location for 8"x10" Duplex print sizes to be sent to appropriate printers.
- ❖ **8x12** – Location for 8"x12" print sizes to be sent to appropriate printers.
- ❖ **8x12D** – Location for 8"x12" duplex print sizes to be sent to appropriate printers.

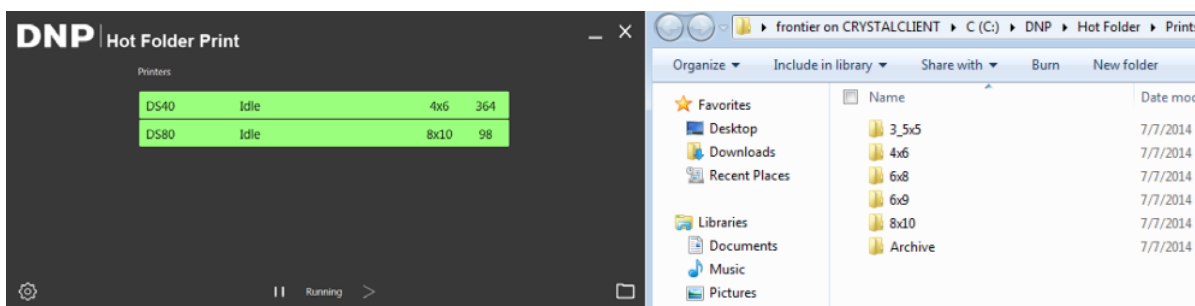


Figure 12. Drag and drop mode

Using Hot Folders with Duplex Prints

It is recommended that you use image import mode when printing duplex prints to avoid any issues with print ordering. If you are printing duplex, or double-sided, images, when using drag and drop mode you must use specific naming conventions to specify the order of the prints within the print job. For more information, see "Duplex Printing Specifications" on page 33.

Changing the Hot Folder Print Settings

As you set up Hot Folder Print for use the first time, there are some initial configuration changes you will make to ensure the system runs best for your use. Hot Folder Print installs the DNP's recommended settings. If at any time you want to make changes to your initial configuration, simply open the admin screen and make your changes.



Note

When you make changes on the administrative tabs, the changes are applied to all prints. For instance, if you change the color settings, those changes are applied to any print you make until you change them again. You can always reset the values to the defaults by clicking the **Undo Changes** button.

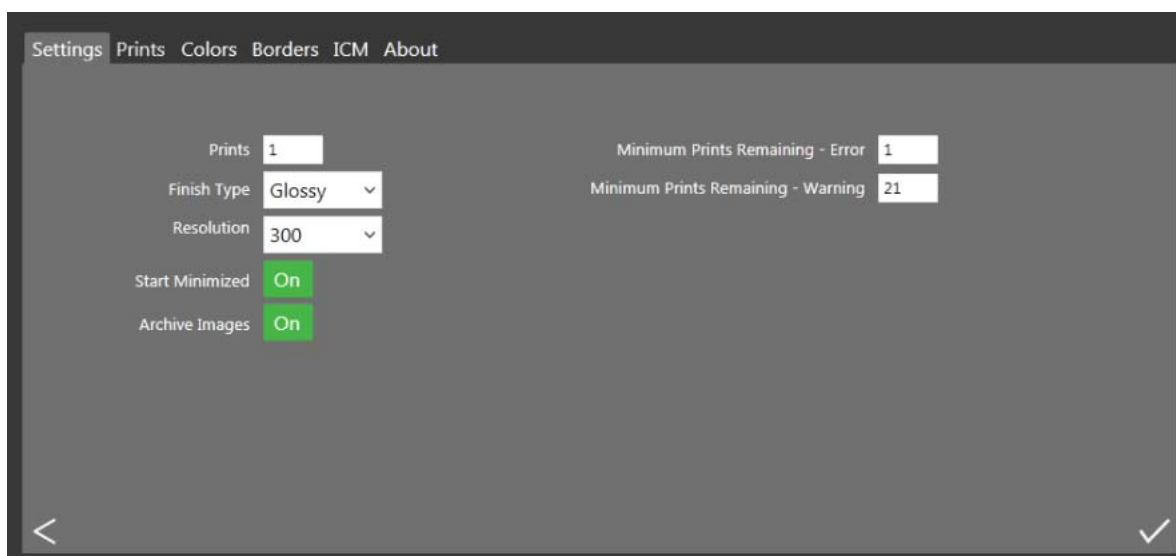


Figure 13. Settings tab

Accessing the Administrative Tabs

1. To change settings in Hot Folder Print, you access the administrative functions by clicking the settings, or **gear**, icon.
2. This opens the Settings tab and allows you to browse to the Color, Borders, ICM, and About tabs if needed.
3. For your convenience, the Prints tab is also accessible from the admin screens. This allows for easy printing when needed.

Touring the Settings Tab

The options on the Settings tab allow the application to be configured for your needs.

- ❖ **Prints:** Set the quantity of prints that are printed for each image. For example, if you want to offer double prints, you set the quantity to 2.



Note

If you are using a duplex printer, only one copy is printed regardless of the print setting on the Settings tab.

- ❖ **Finish Type:** Change between matte and glossy finish types for the print session.
- ❖ **Resolution:** Switch between the standard 300x300 dpi resolution or the higher 300x600 resolution.
- ❖ **Start Minimized:** Starts the application minimized in the task bar.
- ❖ **Archive Images:** Automatically saves a copy of the image to the archive folder.
- ❖ **Minimum Prints Remaining - Error:** Sets the threshold for when the printer status bar turns red to indicate an out of media state.
- ❖ **Minimum Prints Remaining - Warning:** Sets the threshold for when the printer status bar turns yellow to indicate a nearly out of media state.

Making Changes to the Settings Tab

1. When needed, make any configuration changes to the Settings tab.
2. To save your changes, press the **Save** button in the lower right corner.
3. Press the **Back** button to return to the dashboard.

Touring the Color Tab

Make universal changes to the color settings to the application from the Color tab. Any changes you make are applied to all prints until you either revert the changes or make other changes.



Figure 14. Color tab

- ❖ **Use ICM:** Selects whether you use the ICM specified on the ICM tab.
- ❖ **Use Auto Color Correction:** Applies automatic color correction to all images. Can be turned ON or OFF.
- ❖ **Color Setting Drop-Down Menu:** Select between changing the RGB, Gamma, Brightness, or Contrast values.
- ❖ **Sync Channels:** Causes changes to be applied across all three color channels simultaneously.
- ❖ **Color Sliders:** Changes the red, green, or blue channel settings.
- ❖ **Saturation Slider:** Changes the saturation values for all images.
- ❖ **Sharp Slider:** Can increase or decrease sharpness in all images.

Making Changes to the Color Tab

1. When needed, make any configuration changes to the Color tab.
2. To save your changes, press the **Save** button in the lower right corner.
3. If you want to revert, or undo all of your changes, press the **Undo Changes** button. This reverts the changes to the default settings when your software was installed.
4. Press the **Back** button to return to the dashboard.

Touring the Borders Tab

Use the Borders tab to add your selected border to all of your prints. You can also edit existing borders and add new borders.

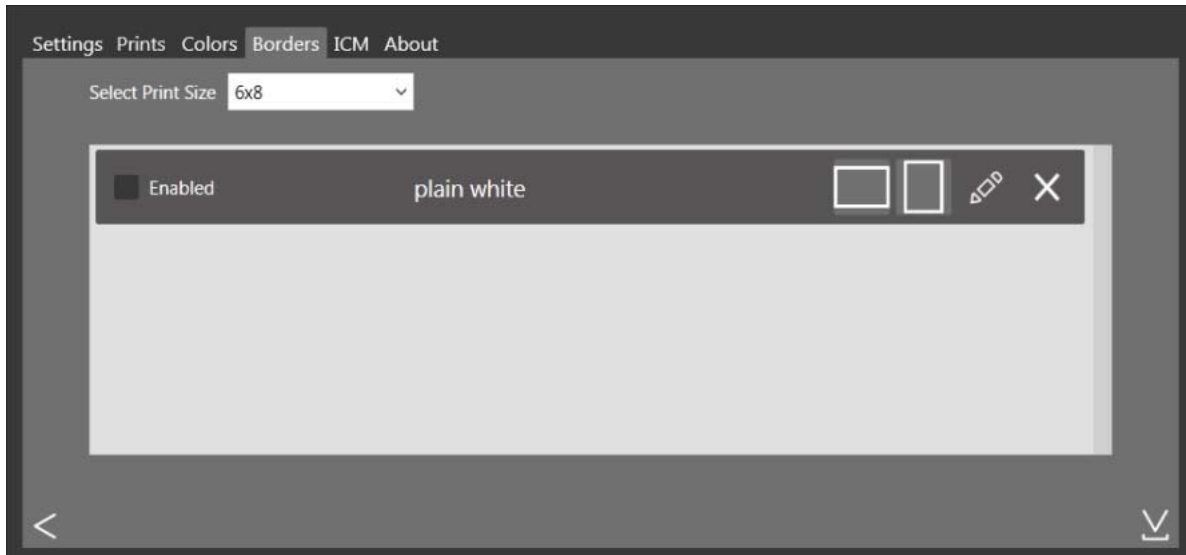


Figure 15. Borders tab

- ❖ **Select Print Size:** Use the drop-down to select the desired print size.
- ❖ **Enabled/Disabled Checkbox:** You can enable one border per print size for each print session.
- ❖ **Edit Button:** Edit the image space in the existing borders.
- ❖ **Delete Button:** Delete the existing borders.
- ❖ **Import Button:** Import new borders. Opens the import workflow.

About New Borders

Borders must meet the following criteria:

- ❖ **File Format:** PNG only.
- ❖ **Orientation:** Both horizontal and vertical borders must be loaded for each new border.
- ❖ **Naming:** [name]_o.png where [name] is the name of your border, and o is the border orientation, i.e., whiteborder_o.png.
- ❖ **Size:** Full size for that print size. For example, a 4x6 border would be 4"x6" (vertical) and 6"x4" (horizontal)
- ❖ **Resolution:** 300 dpi.
- ❖ **Color Mode:** RGB only.
- ❖ **Background:** Must have a transparent background - cannot be colored in.
- ❖ **Compression:** No compression allowed. (No LZW, etc.)

In general, the opening in the border should be the same aspect ratio as the overall image (i.e.: 4:6), although the opening does not have to be strictly rectangular and may have varied edge treatments. Having elements of the border overlap the image space is acceptable, however keep in mind this may block important parts of your images.

An example of a 4x6 border follows:

Orientation	Naming	Size	Resolution	File Format	Color Mode
Horizontal (Landscape)	[name]_h.png	4"x6"	300 dpi	PNG	RGB
Vertical (Portrait)	[name]_v.png	6"x4"	300 dpi	PNG	RGB

Importing New Borders

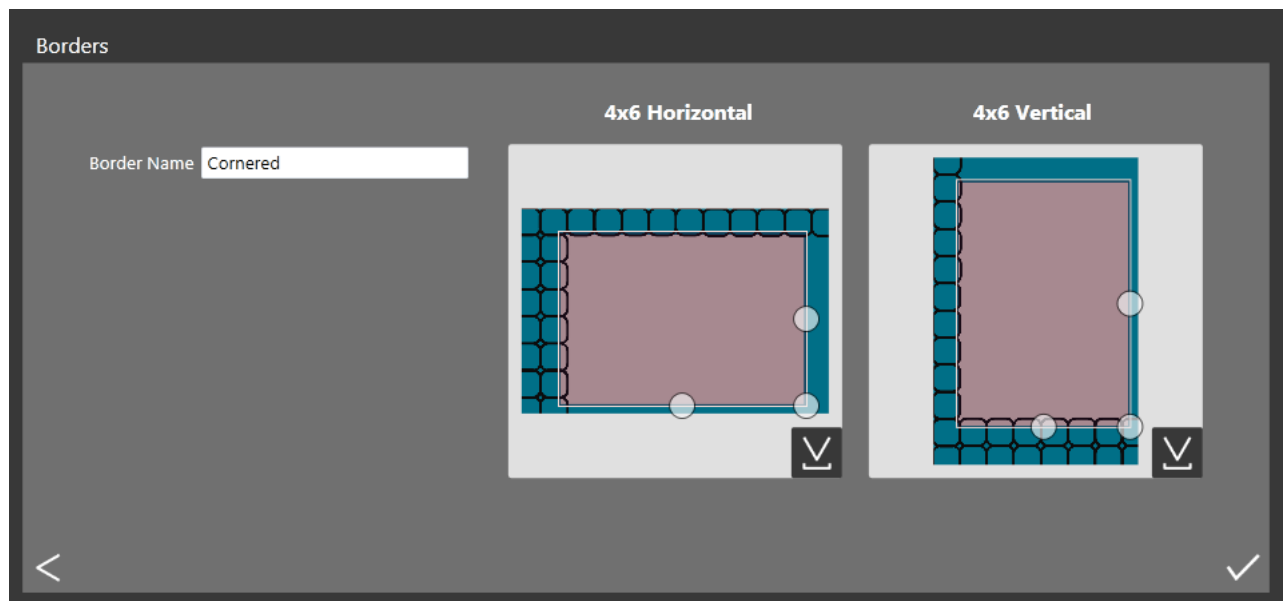
1. To add a border, first select a print size.
2. Touch the **Import** button on the Border tab, the add border dialog opens.



Attention

Each border requires **both** a horizontal (landscape) and vertical (portrait) version of the border in order to print.

3. Press **Import** buttons to import both the horizontal and vertical versions of the border. The software auto-detects the picture area.



4. Use the circle controls to adjust the width and height of the image space.
5. You must enter a name in the **Border Name** field before saving the file.
6. Press the **Save** button to save the new border.

Editing Existing Borders

Borders can be edited with the Border tab in the HFP Admin.

1. To edit a border, first select a border on the Border tab, then select the **Edit** button.
2. You can adjust the size of the image space by grabbing and dragging the circles on the border. The darkened area indicates the area in which the image will appear.
3. Press the **Save** button to save your changes.

Touring the ICM Tab

Use the ICM tab to import new ICM files when needed.

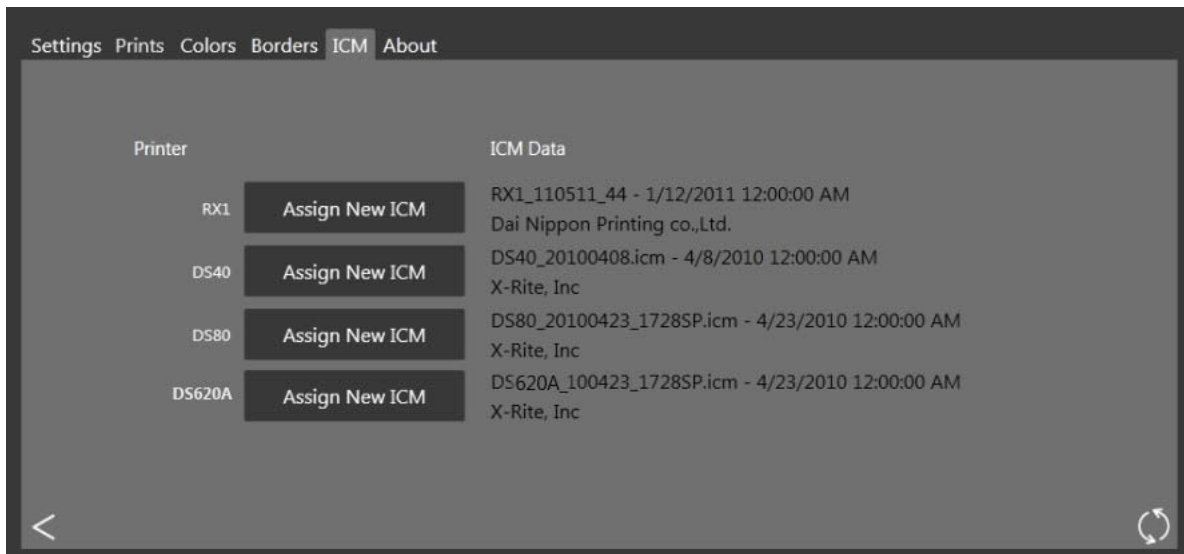


Figure 16. ICM tab

The screen displays any existing ICM file data to the right of each printer type.

Importing an ICM File

1. Access the admin screens, and select the ICM tab.
2. Locate your printer type and press the **Assign New ICM** button next to your printer type.



Note

Printer types include RX1, DS40, DS80DX, and DS620A.

3. Use the browse window to locate your new ICM file.
4. Press the **OK** button to import the new ICM file.

Touring the About Tab

The About tab shows you your application version as well as the current application information. Use the link on this tab to access more information about Hot Folder Print.

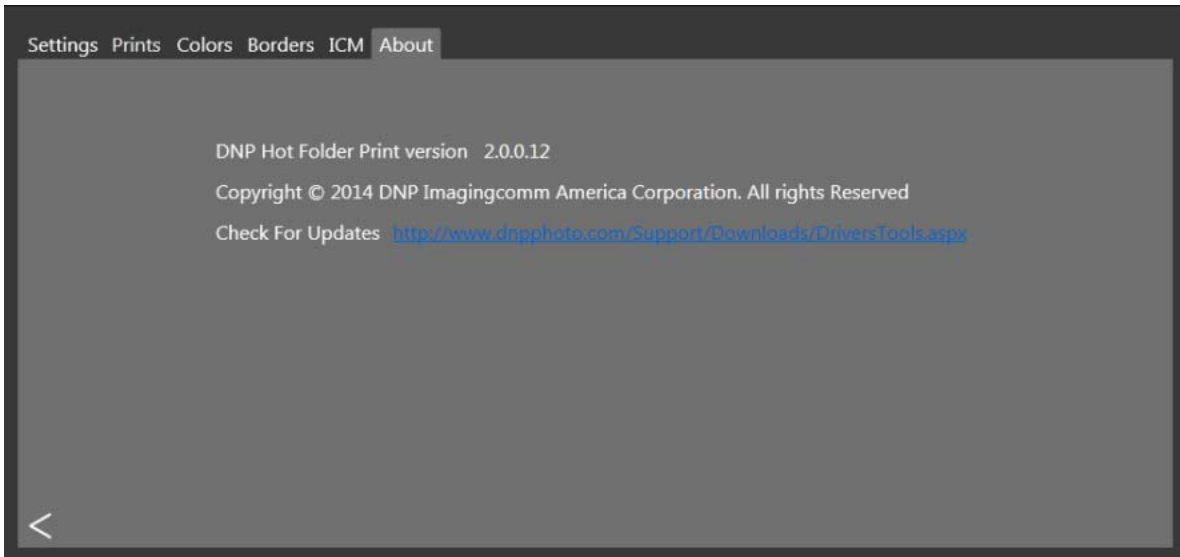


Figure 17. About tab

Duplex Print Integration

Using system integration techniques, it is possible to integrate third party software applications with Hot Folder Print to automatically print when the print size folders are used. Hot Folder Print is a “hot folder” application - when an image file is placed in a monitored folder, that image is printed automatically. HFP also supports duplex printing for DNP IAM’s Mini-Photobook application when using the DS80DX duplex printer.

Accepted Image Files

The following image types are accepted in this version of Hot Folder Print:

- ❖ JPG/JPEG
- ❖ TIF/TIFF
- ❖ PNG
- ❖ BMP

Duplex Printing Specifications

Hot Folder Print allows printing to the DNP DS80DX duplex printer using the following guidelines.

Application Folder Locations

Placing an image file in any of the following monitored print size directories results in prints of that print size.

The following is the location of the print size folders:

<Installation Directory>\Hot Folder Print\Prints where <Installation Directory> is the directory where the Hot Folder Print application is installed. Typically, the installation directory for Hot Folder Print is: C:\DNP\Hot Folder

The folder names below specify each print size that is available.

- ❖ **3_5x5** – Location for 3.5”x5” print sizes to be sent to appropriate printers.
- ❖ **4x6** – Location for 4”x6” print sizes to be sent to appropriate printers.
- ❖ **5x7** – Location for 5”x7” print sizes to be sent to appropriate printers.
- ❖ **6x8** – Location for 6”x8” print sizes to be sent to appropriate printers.
- ❖ **6x9** – Location for 6”x9” print sizes to be sent to appropriate printers.
- ❖ **8x10** – Location for 8”x10” print sizes to be sent to appropriate printers.
- ❖ **8x10_50D** – Location for 8”x10.5” duplex print sizes to be sent to appropriate printers.
- ❖ **8x10_75D** – Location for 8”x10.75” duplex print sizes to be sent to appropriate printers.
- ❖ **8x10D** – Location for 8”x10” duplex print sizes to be sent to appropriate printers.
- ❖ **8x12** – Location for 8”x12” print sizes to be sent to appropriate printers.

- ❖ **8x12D** – Location for 8"x12" duplex print sizes to be sent to appropriate printers.



Note

While it is possible to add images to any existing print size folder, if you do not have that printer media size installed in the connected printer, those images do not print. The images remain in the print folder until that printer media size is loaded or the images are deleted manually from the folder.

Print File Naming Conventions

File Naming Schema: ?_KIDX_PX_POX_OIDX.? where KI DX_PX_POX_OI DX is the duplex block of the file name.

Example File Name: Print_KID1000_P1_PO10_OID1.png

For the duplex block of the file name, only numeric values (whole numbers) 0 through 9 are accepted.

- ❖ ? – Front portion of the file name. Can have any text that does not include the keys _KID, _P,_PO, or _OID.
- ❖ _KID – Kiosk ID. Must be a numeric value. Legal characters are whole numbers 0 through 9.
- ❖ _P – Page number. Must be a numeric value.
- ❖ _PO – Page off. This is a numeric value that show the total number of pages in the current print job.
- ❖ _OID – Order ID. Must be a numeric number and unique for each print job.

The block _KI DX_PX_POX_OI DX must be sequential. The block also must be the last segment before the beginning of the file extension.

As a duplex job is processed, each file has a .dp extension added to the end of the file name by the Hot Folder Print application. (For example, the file name used above is changed to Print_KI D1000_P1_P010_OI D1. png. dp once that file is processed.) The .dp extension (duplex prints) stops the software from continuously processing the same files. Once all pages in the order have been processed, the job is put into a ready state and then the job is printed when the DS80DX printer becomes available. When the job is complete, it is archived if that option is turned ON in settings and the .dp extension is stripped from the files as they are moved into the archive directory.

Troubleshooting Hot Folder Print

Problems Installing the Software

Before installing the Hot Folder Print Utility, please make sure your system meets the following requirements

PC	Windows 8, Windows 7
	.NET version 4.5
	2 GB Ram or greater
	1024 x 768 video resolution or greater
	200 GB of free disk space (2+ GB if archiving is turned on)
Supported Printers	DS40
(sold separately)	DS80
	DS80DX
	DSRX1
	DS620A
Print Size	DS40 2.5"x5", 4"x6", 5"x7", 6"x8", 6"x9"
	DS80 6"x8", 6"x9", 8"x10", 8"x12"
	RX1 4"x6", 5"x7", 6"x8"
	DS80DX 8"x10", 8"x12", 8"x10.75", 8"x10.5"
	DS620A 3.5"x5", 4"x6", 5"x7", 6"x8"

- ❖ If you used Hot Folder Print on your system before, follow the uninstall instructions in the installation guide to remove the previous version of the software.

Problems Running Hot Folder Print

- ❖ **Prompted to install .NET:** HFP requires a minimum of Microsoft .NET version 4.5 in order to work properly. If you do not have this version on your computer, you must install .NET before you can use HFP.
- ❖ **Border will not print:** There are multiple reasons the border may not be printing.
 - ◆ **Check to make sure that the border is installed in the correct folder.** Open **Admin** and browse to the Borders tab. Select the print size from the drop-down menu. If the border does not show in the list, install the border using “Importing New Borders” on page 29.
 - ◆ **Check to make sure that the border is enabled in the Admin controls/Border tab.** Open **Admin** and browse to the Borders tab. Find the border in the list, and check to see if there is a checkmark next to the enabled indicator. If there is no checkmark, select the box next to **Enabled**. Save your changes.
- ❖ **Border is not printing properly (the image space is too large or small in the border):** The border’s alpha channel is not set properly.
 - ◆ **Check to make sure that the border has well defined alpha channels.** Open **Admin** and browse to the Borders tab. Select the print size from the drop-down menu. Find the border in the list, and click on the pencil icon to edit. Use the circles to define the image print area on the border (See “Editing Existing Borders” on page 30.) If the image space is overlapping the border area, that part of the image will be covered during printing. Click **OK** to save changes.
- ❖ **Border will not upload in the program.** Borders must be saved in the correct format and have both horizontal and vertical borders provided to work.
- ❖ **Verify your border settings.** Check to make sure that the border has a horizontal and vertical version, and is saved in the correct format. Borders should be in PNG format with a transparent background and an opening where the image space appears. For more information, see “About New Borders” on page 28.

Problems Printing Images

- ❖ **Printer will not print:** Make sure your printer is connected, has power, and is in a good state.
 - ◆ **Check the Hot Folder Print dashboard for any reported errors.** If the printer is in an error state, please follow the troubleshooting guide in the printer’s manual to bring the printer back to a ready state.
 - ◆ **Check that the printer is communicating with the computer.** Open Hot Folder Print and see if the printer shows up in the dashboard. Trace the cables to both ends to see if they are plugged in properly.
 - ◆ **Check that you are using the correct print size folder.** Make sure that you are copying your images to the correct print size folder.

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