

WPS-1 Frequently Asked Questions

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- Can I have multiple inputs and print jobs sent to two different size/type printers plugged into the same WPS?
- How do I send the same print job to multiple printers?
- Can I change the quantity of prints for each image?
- Can I make two 3.5x5" or 4x6" prints using 5x7" or 6x8" media (e.g. multi-cuts)?
- Why are no photos being printed when I send them to the WPS-1?
- How do I print from my photo booth to WPS?
- Can I use the WPS-1 to make duplex prints using the DNP DS80DX duplex printer?
- Will the WPS-1 show up as an AirPrint printer?
- Can I make prints using a compatible DSLR and CamRanger accessory?

Mobile Application Questions

- What mobile devices can I use with the WPS-1?
- What DNP mobile applications do I need to download for my Android or iOS devices?
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General Questions

WPS-1 Device Questions

What new features were introduced in the new firmware version (v1.1)?

Version 1.1 of the WPS-1 firmware adds the following features and improvements:

- Improved color output
- Support for new print sizes (including 2" cuts)
- Power On Self-Test or (POST) test image prints when the device is powered ON

Can I make manual adjustments to color when using the WPS-1 device?

Sorry, manual color adjustments are not supported at this time.

What is the warranty for the WPS-1?

The WPS-1 carries a limited warranty for a period of one (1) year from the date of purchase against defects in workmanship or materials. For questions, contact DNP at 1-855-367-7604.

How much is the WPS-1?
Where can I buy my WPS-1?

The WPS-1 is competitively priced at \$179 and available from most authorized U.S. DNP resellers. Check with your local reseller for more information.

What are the sales regions for WPS-1?

The WPS-1 is available globally. Your sales region determines what features are enabled, as not all print sizes are available globally. Your sales region also determines which languages are supported.

Currently, the WPS-1 has three sales regions:

- Region 1: North and South America
- Region 2: Europe
- Region 3: Asia and other countries

Does the WPS-1 support multiple languages?

Yes! WPS-1 does support multiple languages. For information on changing your default language, see your User guide.

How do I keep up to date on announcements about the WPS-1?

Go to our website:

<http://www.dnpphoto.com/EventPhoto/WPS-1>

You can download firmware updates, download manuals, and keep informed about new features!

Do I need special software to make the WPS-1 work?

The WPS-1 is designed to print wirelessly out of the box.

The WPS-1 is compatible with the operating systems and devices:

- *Windows* PCs using standard printing functionality
- *Mac OS X* using standard printing functionality
- *iOS* 8 and later devices (i.e. iPad/iPhone)
- *Android* devices running OS 4.4 (Kit Kat) or later

If you want to print from a mobile device you'll need:

- WPS Print 2 App and/or WPS Camera App
- OR
- An FTP client app if you want to use FTP connectivity.

Transfer/Input Device Questions

What input (transfer) devices are supported by the WPS-1 wireless print server (e.g. phones, computers)?

The WPS-1 is compatible with the following devices:

- *Windows* PCs using standard printing functionality
- *Mac OS X* using standard printing functionality
- *iOS* 8 and later devices (i.e. iPad/iPhone)
- *Android* devices running OS 4.4 (Kit Kat) or later

What is the maximum number of transfer devices that can be connected to one WPS-1? (e.g. iPhones, tablets, etc.)

You can print from up to five (5) transfer devices at the same time! This includes supported transfer devices - iOS, Android, Mac, and PC. Each device must be connected wirelessly to the WPS-1 Wi-Fi network (e.g. WPS-1e769).

How far away can I be from the WPS-1 and successfully send a print job?

The distance varies depending on your signal strength, any potential interference, and other networks in the area, but the usual maximum range is about 30 feet or 10 meters.

Does the WPS-1 support Wi-Fi SD cards (e.g. Eye-Fi®)?

Sorry, Wi-Fi enabled SD cards are not supported at this time. Please keep checking in for more information and future firmware releases!

What version of SimpleBooth will print wirelessly to the WPS-1?

SimpleBooth® Pro Edition 2 is required. For more information, see the SimpleBooth website at <http://www.simplebooth.com> or email at info@simplebooth.com

What cameras are compatible with WPS?

The WPS-1 supports digital cameras in two ways:

- **FTP direct camera-to-printer connections.** If the camera supports configurable FTP settings, (e.g. camera + wireless FTP module) it is possible to print to the WPS-1.
- **Built-in wireless sent to mobile devices.** Images can then be sent from the mobile device to the WPS-1 to be printed via the DNP WPS Print App.

Can I send images from my point and shoot (e.g. Nikon S7000) or DSLR camera to the WPS-1 wireless print server?

No, only standard FTP client transfer types are supported.

Installation Questions

Getting Started

What is included in the WPS-1 box?

The WPS-1 wireless accessory kit includes the print server device, the device power supply, a quick start guide, and any necessary regulation documentation.

What are the steps to start using the WPS-1?

The WPS-1 is ready to work out-of-the-box in four easy steps!

1. Set up the system.
2. Download the mobile applications.
3. Connect to the WPS-1 Wi-Fi network.
4. Print a test image.

Refer to the quick start guide for more information.

Can I have more than one in a room?

Yes, each WPS-1 has a unique device identification – simply connect to the WPS-1 Wi-Fi network for the device you want to use.

Networking Questions

Can I connect a hub or switch to the WPS-1 so that I can connect additional printers?

Yes, WPS-1 supports printing over a network. You can connect multiple WPS-1 units to a network hub or switch to control multiple printers. Each WPS-1 is assigned a unique IP address from the hub or switch. This information is included on the POST (Power-On Self-Test) test image that prints when you power ON your WPS-1. Refer to the User Guide for advanced connection details.

Can the WPS-1 join an existing wireless network?

No, the WPS-1 is a wireless access point only, but the device can be connected via Ethernet cable to a home or office network.

Can the WPS-1 join an existing network via Ethernet cable?

The WSP-1 cannot be bridged to an existing wireless network but users can connect to an existing network via Ethernet cable. Users can identify the WPS-1 by rebooting the WPS-1 device. When the POST (Power-On Self-Test) test image prints, look for the new IP address listed on the print (for example, WAN @ 10.116.35.32).

Can I connect two WPS-1 devices together?

Sorry, this is not an allowed configuration.

Configuration Questions

Device Configuration Questions

Can I use the extra ports on the back of the WPS-1?

Those ports are not currently supported. Only USB 1, USB 2, power, SD card, and Ethernet ports should be used on the WPS-1.

What are some basic troubleshooting steps for the WPS-1 for connection problems?

Disconnect the USB and power cable from the back of the WPS-1 and wait for 30 seconds. Reconnect the USB first, and then reconnect the power cable. Make sure you see the blue light on the front of the WPS-1 device. Wait 3 minutes for the WPS-1 to initialize, and then test to see if the issue is resolved.

How do I find the device firmware version?

There are two ways:

1. Use the WPS Status mobile application.
2. Reboot your WPS-1 device and look on the POST (Power-On Self-Test) test image.

What are the benefits of the Ethernet connecting port?

There are two situations where Ethernet connectivity enhances your user experience:

- While it doesn't increase the actual signal range of your WPS-1 device, connecting to an existing LAN allows you to access the print server and send print jobs from any device that is connected to the network. (Use the IP address that is printed on your POST (Power-On Self-Test) test image to determine the WPS-1 device network.)
- If you need to access the internet for any reason, you must be connected with an Ethernet cable to an internet-

enabled network. This is useful for social media access and other internet activities.

What are the benefits of the HDMI connecting port?

The HDMI connection is not supported and there are no printing enhancement controls or settings via this connection.

Which USB ports do I use if I only have one printer?

The WPS-1 is designed to work with up to two DNP printers, but if using only one, always plug into "USB-1" port for proper functionality.

Software Configuration Questions

How do I make configuration changes to the WPS-1?

Just like a router, the WPS-1 configuration settings are accessed and changed by using a web browser.

From a computer or mobile device:

1. Be sure you are connected wirelessly to the WPS-1.
2. Enter `192.168.43.1` into the web address bar.
3. Click the **Configuration** button.
4. Make any changes.
5. When you are done, click the **Save** button at the bottom of the web page.
6. When the *Changes saved...* message appears, click **OK**.
7. Wait one minute, and then reboot your WPS-1 device.

Consult your user guide for more information.

How do I create a border for the WPS-1?

The WPS-1 supports borders for creating custom prints. You need to design a border using a program that supports layers, and save your borders using the proper size/file requirements. Then place the borders in the correct print size directory on your WPS-1 device. Refer to the WPS-1 User Guide for more information.

How does WPS-1 crop photos?

Images sent to the WPS-1 are automatically center-cropped to remove any white space from the edges. Be sure that the images are sized correctly before you send them to the WPS-1 to print.

Can I make custom crops?

Not directly from the WPS-1 software, no. The WPS-1 automatically center crops to maximize print size and eliminate white spaces. Custom crops are accomplished with the capture and edit functions found in standard applications like Photoshop, LightRoom, iPhoto, etc.

How do I save photos on my WPS-1 device?

It's easy to archive images. Simply place an SD card into the WPS-1 and reboot the device. The WPS-1 automatically creates a "DNParhive" folder. Any images printed by the WPS-1 are archived onto the SD card. For more information, consult your User Guide.

Can I print in Matte or Glossy?

Yes, via the Web Page Configuration Settings. Please consult the User Guide for complete details.

Printing Questions

What printers can I use with the WPS-1?

The WPS-1 is designed to work exclusively with the DNP awarding winning dye-sublimation printers including the DS620A, DS40, DS80 and RX1.

What print sizes can I print?

Print sizes depend on the media you are using.

Common print sizes are:

- DS40: 4x6", 5x7" 6x8"
- DS620A: 4x6", 5x7" 6x8"
- RX1: 4x6", 6x8"
- DS80: 8x10", 8x12"

WPS-1 v1.1 devices include additional cut sizes:

- **DS40:**
 - w/ 4x6" media = 2x6" x 2 strips, 4x6";
 - w/ 5x7" media = 3.5x5" (1/2 panel), 3.5x5" x 2 (full panel), 5x7";
 - w/6x8" media = 2x6" x 2 strips (1/2 panel), 4x6" (1/2 panel), 2x6" x 4 strips, 6x8"
- **DS620A:**
 - w/ 4x6" media = 2x6 x 2 strips, 4x6";
 - w/ 5x7" media = 3.5x5" (1/2 panel), 3.5x5" (full panel), 5x5" square, 5x7";
 - w/ 6x8" media = 2 2x6" strips (1/2 panel), 1 4x6" (1/2 panel), 2 4x6", 6x6" square, 6x8"
- **RX1:**
 - w/ 4x6" media = 2x6" x 2 strips, 4x6";
 - w/ 6x8" media = 2x6" x 2 strips (half panel), 4x6", 2x6" x 4 strips, 6x8"
- **DS80:**
 - w/ 8x10" media = 4x8", 4x8" x 2 strips, 5x8", 5x8 x2 strips, 6x8", 8x8" square, 8x10";
 - w/ 8x12" media = 4x8", 4x8" x 2 strips, 5x8", 5x8 x2 strips, 6x8", 6x8" x 2 strips, 8x8" square, 8x10", A4, 8x12"

Can the WPS-1 support 2" cuts?

Absolutely! With v1.1 firmware, the WPS-1 supports 2" cuts as well as half panel and square panel printing. Compatibility is based on printers and media. Consult the WPS-1 User Guide for a chart of all cut sizes and compatible printers and for instructions on enabling 2" cuts.

How long does it take my prints to start printing when using the WPS-1?

Transfer times vary depending upon the network connection, device used, file size, and file type. Average transfer times are about 25 seconds before job starts printing.

Can I have multiple inputs and print jobs sent to two different size/type printers plugged into the same WPS-1?

Yes, but a proper configuration is required. By using computers and Hot Folder transfers, you can select any print queue that is available. If you're using the WPS Print 2 mobile application, any user can select their desired print size. Consult the User Guide for more information about configuration options.

How do I send the same print job to multiple printers?

It is possible to split print jobs between printers as long as the same size of media is in both printers (e.g. RX1 = 4x6, DS620A = 4x6).

Can I change the quantity of prints for each image?

The WPS Print 2 mobile application supports up to 5 copies of selected images. Additional quantity adjustments can be made using the configuration web page.

Can I make two 3.5x5" or 4x6" prints using 5x7" or 6x8" media (e.g. multi-cuts)?

Yes, if WPS-1 unit is updated to version 1.1 firmware, 3.5x5 x2 or 4x6 x2 are options on the Configuration web page. Remember, if your print job has an odd number of prints, one half panel of a ribbon panel will not be used.

Why are no photos being printed when I send them to the WPS-1?

Common trouble shooting steps are:

- Is the printer powered ON with a green LED light?
- Is the printer USB cable plugged into the USB-1 slot on the WPS-1 device?
- Is the WPS-1 powered ON (blue lights on the front)?
- Are you sending a .jpg or .png image (the only two formats supported)?
- Is the WPS-1 device running the latest firmware (v1.1)? If so, does a test image print when you power the device ON? You can also make a print from your mobile device using the WPS Print 2 App to verify the connection between the printer and the WPS-1.

How do I print from my photo booth to WPS?

The WPS-1 supports wireless printing from both mobile and desktop devices. If your photo booth is running on a mobile device, use DNP WPS Print 2 App. Printing from a Mac or PC desktop can use either the WPS-1 Hot Folder Printers method, FTP, or the native print drivers. Consult your WPS-1 User Guide for more information. If you require a custom workflow, email us at support@dnp.imgcomm.com for more information.

Can I use the WPS-1 to make duplex prints using the DNP DS80DX duplex printer?

Sorry, not just yet. Please keep checking in for updates!

Will the WPS-1 show up as an AirPrint printer?

AirPrint is not currently supported by the WPS-1.

Can I make prints using a compatible DSLR and CamRanger accessory?

Yes. Please consult CamRanger's website for compatible models, software and support information.

Mobile Application Questions

What mobile devices can I use with the WPS-1?

The WPS-1 supports printing from Android (Version 4 and above) and iOS (iOS 8 and above) mobile devices. Microsoft Surface Tablets running Windows 8.1 and above are supported as a PC.

What WPS-1 mobile applications do I need to download for my Android or iOS devices?

That depends on what you want to do:

- WPS Print 2 App – Send prints from your mobile device to your WPS-1 network.
- WPS Camera App – Take pictures and print immediately.
- WPS Status App – Monitor your WPS-1 network for media outages or other issues.

What do I need to print from within another iOS or Android photo app?

Just download the WPS Print 2 mobile application and you are ready to print. The WPS Print 2 app has a sharing feature that lets you print from any app that supports standard sharing functionality. All you have to do install the WPS Print 2 app and you're ready to print!

How do I find the apps in the app store?

Search for WPS Print. Make sure the app is from the developer DNP Imagingcomm America Corporation!