



Innovative brand in small sizes UV printers

artisJet proV6

Trouble Shooting for Software

2020

ABOUT THIS FILE

This file introduce common problem of software and how to solve.

CONTENTS

- 1.What is the role of dongle?
- 2.Why isn't there a task progress bar in the design software (RIP) when the task is sent?
- 3.What to do when the icon in the upper right corner of Workstation shows connect failed?

1 What is the role of dongle?

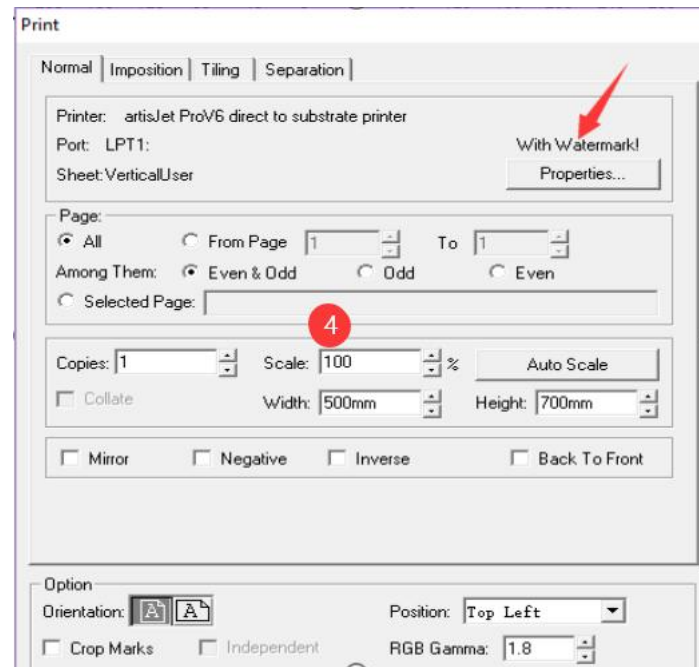
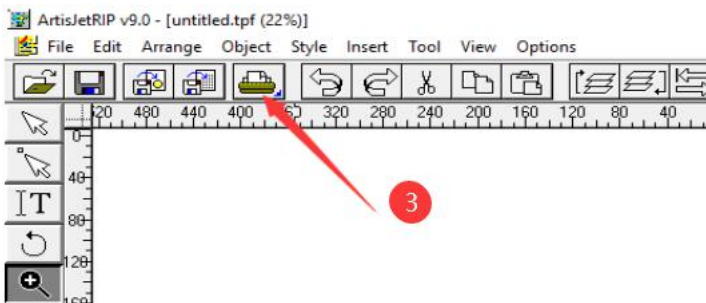
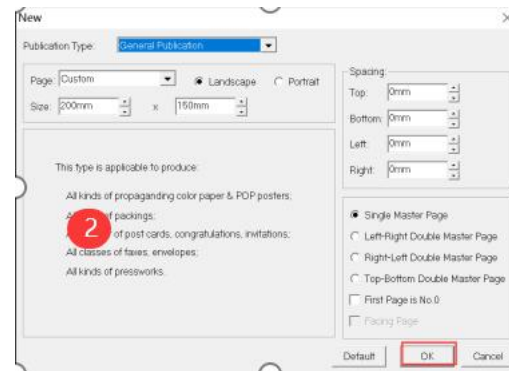
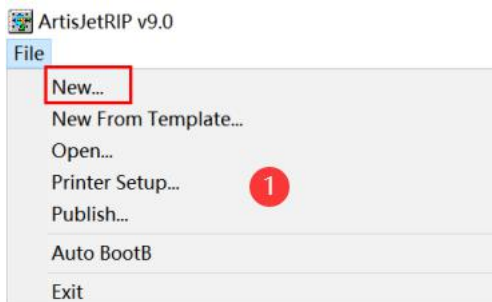
Dongle is a tool for Rip. The print task could not be built without the dongle. So please keep it properly and avoid loss.



2 Why isn't there a task progress bar in the design software(RIP) when the task is sent.

Click File-->New to make new page size.

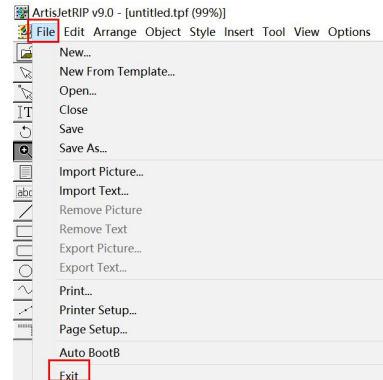
Click the printer icon from the design software (Rip V9) to see if there is “with watermark”.



Solution 1:

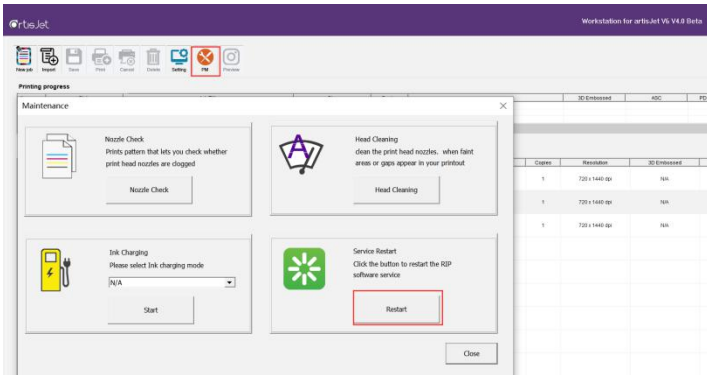
Click File-->Exit to close RIP software.

Remove dongle from computer and insert it again.



Solution 2:

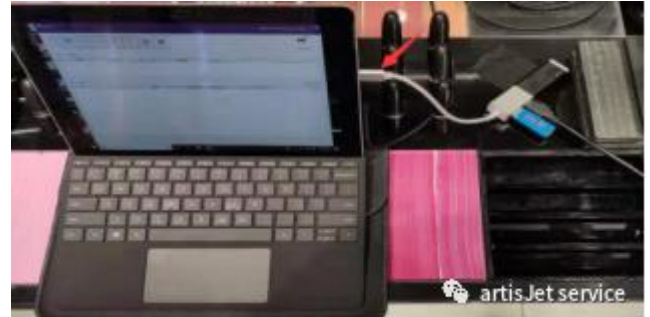
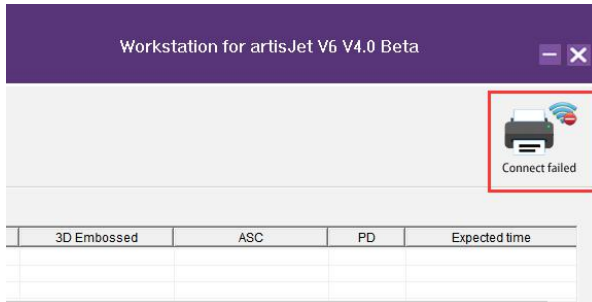
Open workstation (artisJet V6 V4.0 Beta), click 'PM' option and click 'Restart' from 'Service Restart'. The RIP service will be restarted automatically.



3

What to do when the icon in the upper right corner of Workstation shows connect failed?

Reseat the USB extender or USB cable.





Product Consulting



+86 158 1111 9658



info@artisjet.com

Technical Support



+86 186 1133 3892



ccc@artisjet.com

Sample Testing



+86 159 1024 3211



sample@artisjet.com