

DS620/620A: Error Printing Multiple Prints

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Overview

The DS620/620A will fail to print the second and subsequent prints when multiple prints are sent to the printer and the wrong print size is selected. This can be multiple separate print jobs or multiple prints in a single print job. This issue is seen most often when printing 4"x6" prints. This issue does not occur on a Mac.

Resolution

The default paper size in the printer driver is $(6x4) \times N$. This size will fail to print after the first print is completed. The paper size must be changed to (6x4) in the printer driver for both **Printing Defaults** and **Printing Preferences**.

NOTE:

Printing Defaults are applied to any user on the computer unless a user has selected different settings under **Printing Preferences**. To ensure that the multiple prints will print successfully, the **Printing Defaults** and **Printing Preferences** need to match.

Changing the Paper Size in the Windows Printer Driver (WIN 7, 8, 10 & XP)

- 1. Open Devices and Printers from the Start menu or from the Control Panel.
- 2. Right-click on the DS620/620A printer.
- 3. Click Printer Properties.
- 4. Switch to the **Advanced** tab.

5. Click the **Printing Defaults**.

🖶 DP-DS620 Pro	operties					×
General Sharin	g Ports	Advanced	Color Manage	ement Se	ecurity	Device Settings
◉ Always ava ○ Available f	ailable from	12:00 AM	A V	То	12:00 /	AM ×
Priority:	1	* *				
Driver:	DP-DS620)			•	New Driver
 Spool prin Start p Start p Print direc 	t documer rinting afte rinting im tly to the p	nts so progr er last page mediately printer	am finishes p is spooled	rinting fa	ister	
🔲 Hold misn	natched do	cuments				
Print spooled documents first						
Keep printed documents						
Enable advanced printing features						
Printing D	efaults	Prin	t Processor		Separa	tor Page
			ОК		Cancel	Apply

6. When the **DS620 Printing Defaults** dialog opens, click the **Advanced** button.

DP-DS620 Printing Defaults	
Layout Paper/Quality Option Color A	djustment Printer Info
Orientation:	_ (
A Portrait	•
Page Order:	
Front to Back	•
Page Format	
Pages per Sheet 1 🔹	
Draw Borders	
	Advanced
	OK Cancel Apply

7. Click the drop-down arrow next to Paper Size under Paper/Output and select (6x4).

DP-DS620 Advanced Opti	ons		×
DP-DS620 Advance Paper/Output Paper Size: Copy Count Frint Quality Copy Count Print Quality Copy Count Print Quality Copy Count Print Quality Coman Opti Advanced P Pages per Si Printer Featu Border: I Overcoa Print Re- 2inch cu	d Document Set (6x4) (5x3.5) (5x3.5) x 2 (5x5) (5x7) (5x7) (6x4) x 0 (6x4) x 10 (6x4) x 10 (6x6) (6x8) PR (3.5x5) PR (3.5x5) PR (3.5x5) x 10 PR (4x6) PR (4x6) x 10 PR (4x	tings	
		ОК	Cancel

- 8. Click **Ok**.
- 9. Click Apply and then Ok to return to the DS620 Properties dialog box.

DP-DS620 Printing Defaults	
Layout Paper/Quality Option Color Adjus	tment Printer Info
Orientation:	
A Portrait	
Page Order:	
Front to Back 🗸	
Page Format	_
Pages per Sheet 1 🗸	
Draw Borders	
	=_
	Advanced
L	OK Cancel Apply

- 10. Select the General tab.
- 11. Click the **Preferences** button.
- 12. Click the Advanced button.
- 13. Click the drop-down arrow next to Paper Size under Paper/Output and select (6x4).



14. Click Ok.

15. Click Apply and then Ok to return to the DS620 Printing Preferences dialog box.

Advanced	DP-DS620 Printing Pr	eferences				
Orientation: Page Order: Front to Back Page Format Pages per Sheet Draw Borders Advanced	yout Paper/Quality	Option Color Adjustmer	t Printer Info			
Advanced	Orientation:					
Page Order: Front to Back Page Format Pages per Sheet Draw Borders	A Portrait	•				
Page Format Pages per Sheet 1 Draw Borders	Page Order:					
Page Format Pages per Sheet Draw Borders	Front to Back	•		_	1	
Pages per Sheet 1 Draw Borders	Page Format					
Draw Borders	Pages per Sheet	1 -				
Advanced	Draw Borders					
Advanced				=		
Advanced						
Advanced						
Advanced						
Advanced						
Advanced						
					Advan	ced
OK Cancel Apply				K Can	cel	Apply

16. Click Apply and then Ok to close the DS620 Properties dialog box.

Paper size change is complete.

Changing the Paper Size in Windows Print Pictures (WIN 7, 8, 10 & XP)

NOTE:

The settings under **Printing Defaults** and **Printing Preferences** do not affect the settings used when printing directly from Windows. This also applies to printing from **Windows Photo Viewer**.

- 1. Display the Print Pictures screen.
 - a. Right-click an image anywhere on the computer and click Print.
 OR
 - b. Double-click an image to open it in Windows Photo Viewer. Then, select Print from the Print menu.
- 2. Choose the appropriate printer from the **Printer** drop-down.
- 3. Choose the appropriate paper size from the **Paper Size** drop-down.
- 4. **Quality** and **Paper type** can be left as is.
- 5. Click Options.

Print Pictures	want to print your pictur	es?			X
Printe <u>r</u> : DS40	Paper <u>s</u> ize:	Quality: ▼ 300 x 300dpi	•	Paper <u>t</u> ype: Plain Paper 👻	0
	l of 1 page (Ful	I page photo
<u>C</u> opies	of each picture: 1	<u> <u> </u> </u>	e	Print	Options Cancel

6. When the Print Settings dialog opens, click Printer Properties.



7. Click the Advanced button.

👼 DS40 Document Properties	×
Layout Paper/Quality Option Color Adjust	tment
Orientation:	
▲ Landscape	
Page O <u>r</u> der:	
Front to Back 🔹	
Page Format	
Pages per Sheet 1	
Dra <u>w</u> Borders	
	Ad <u>v</u> anced
	OK Cancel

8. Click the drop-down arrow next to Paper Size under Paper/Output and select (6x4).



9. Click **Ok** to return to the **Print Pictures** dialog.

Paper size change is complete.

Contact DNP IAM Technical Support

If you are still experiencing issues, contact DNP IAM using one of the following methods: **United States Phone**: 1-855-367-7604 or (724) 696-8957 **Latin America Phone**: 1-855-367-8008 or (724) 696-8958 **Email**: dnpsupport@dnp.imgcomm.com **Weekday Hours**: Monday-Friday 9am EST – 6pm EST **Weekend Hours**: Saturday and Sunday Closed