

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) x 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**.

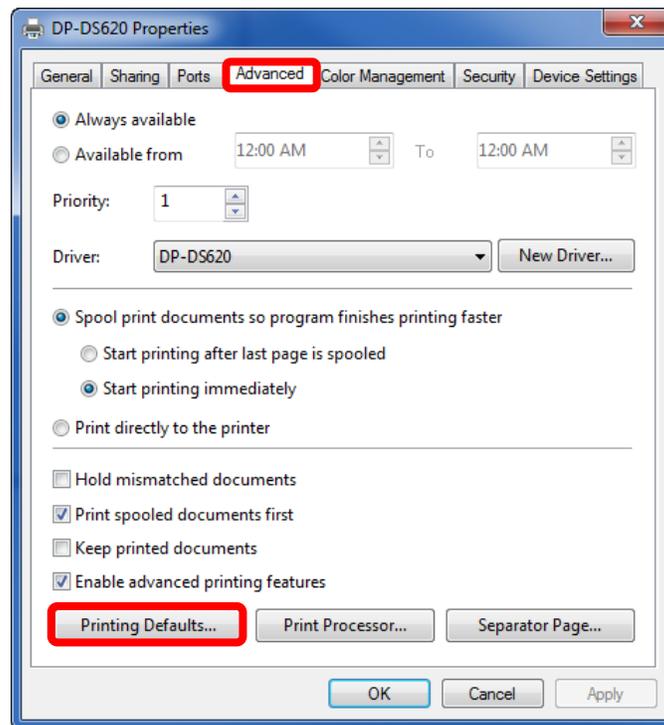
NOTE:

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.

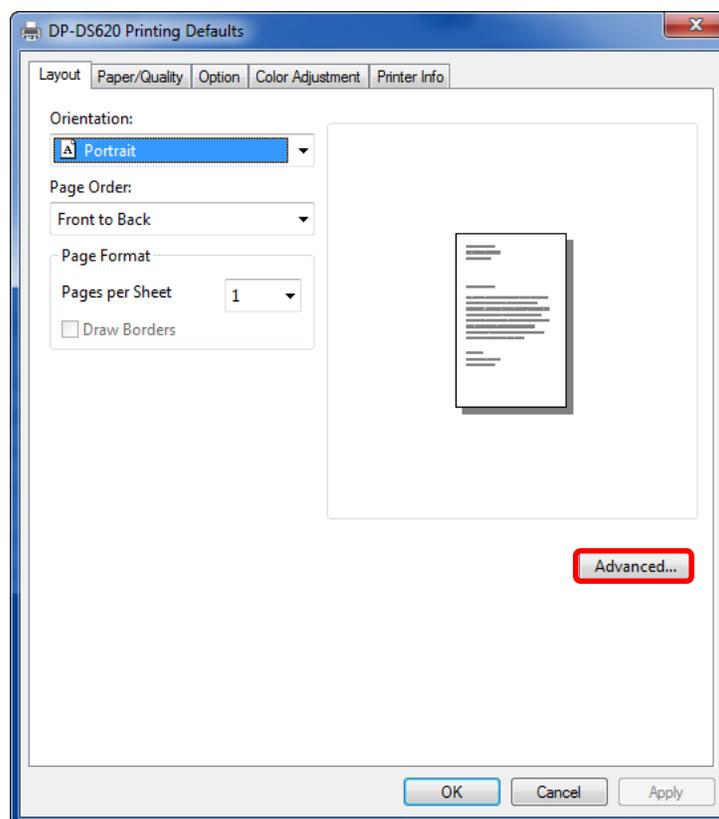
Changing the Paper Size in the Windows Printer Driver (WIN 7, 8, 10 & XP)

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.

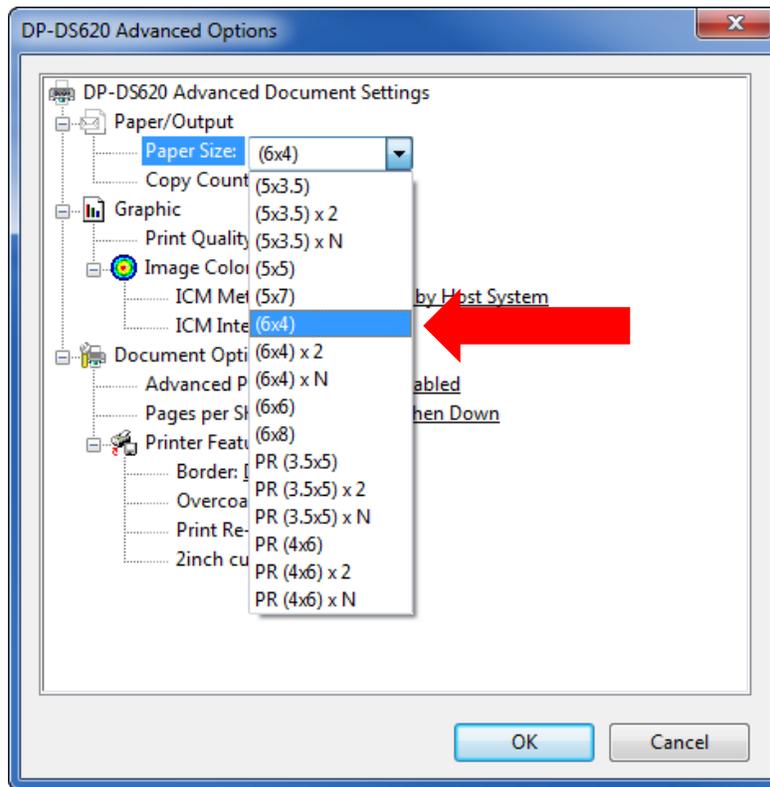
5. Click the **Printing Defaults**.



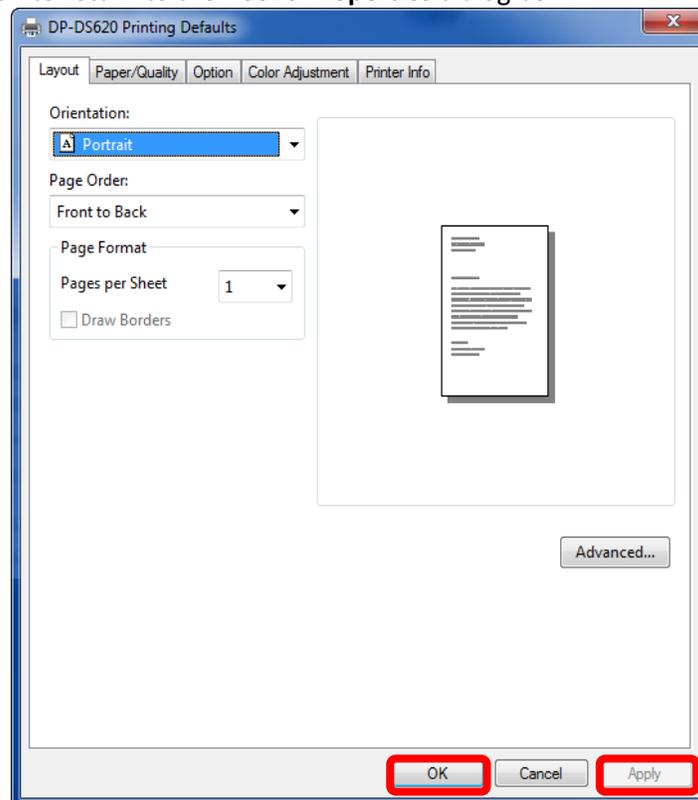
6. When the **DS620 Printing Defaults** dialog opens, click the **Advanced** button.



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



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



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

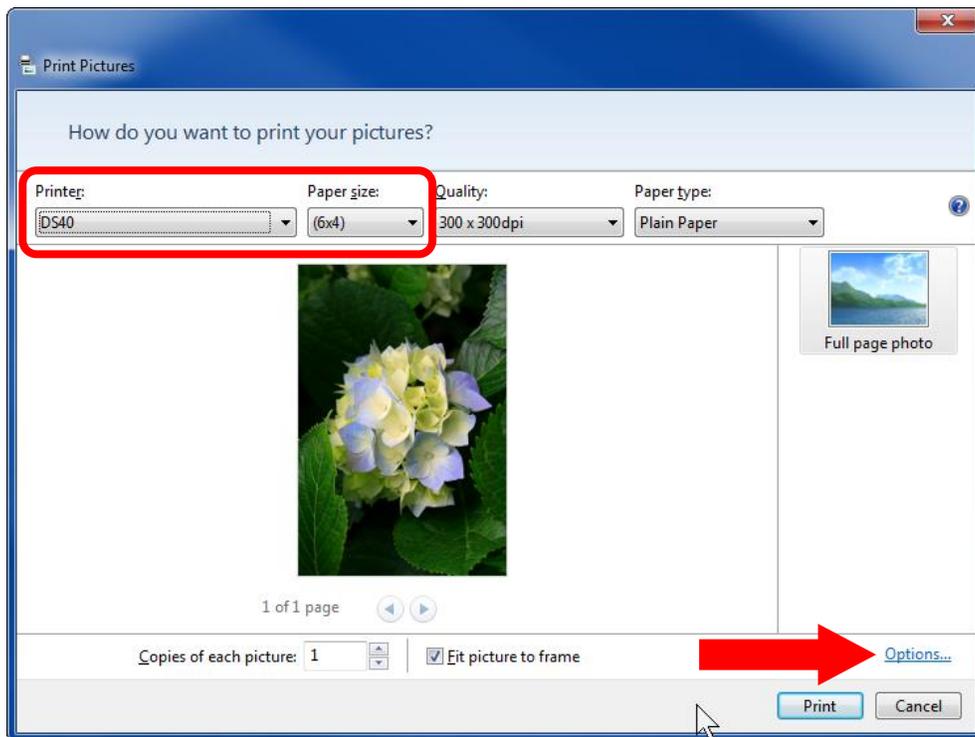
NOTE:

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**.

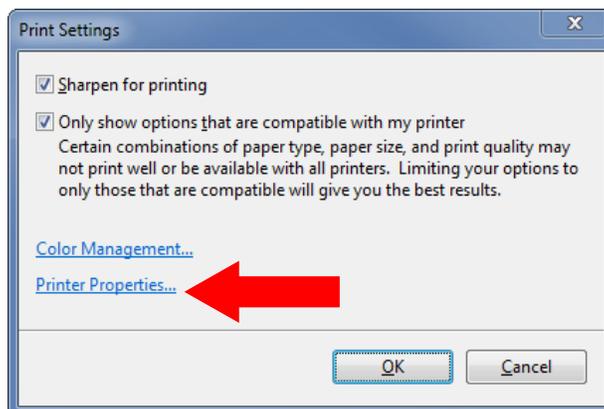
1. Display the **Print Pictures** screen.
 - a. **Right-click** an image anywhere on the computer and click **Print**.

OR

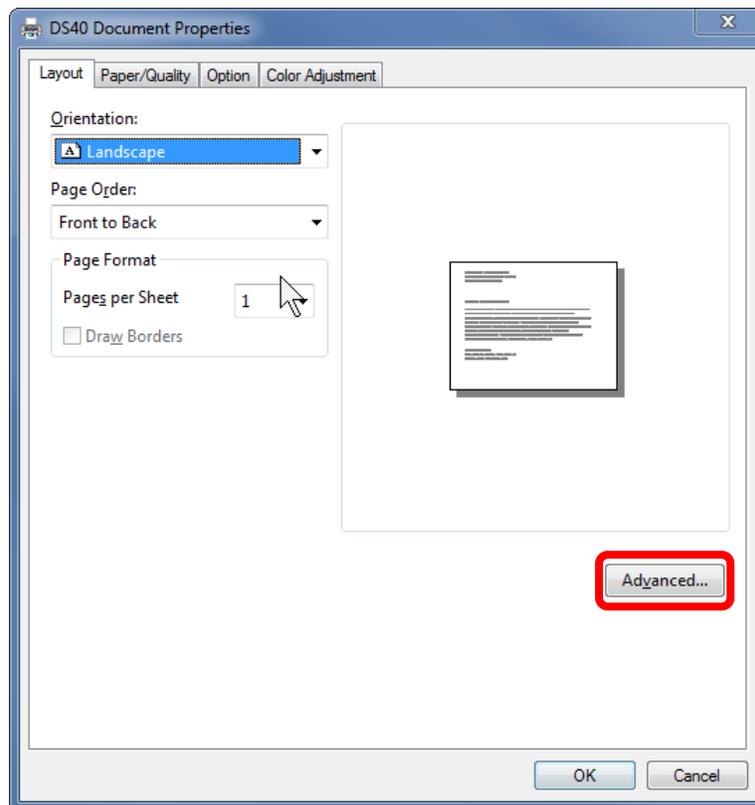
 - b. **Double-click** an image to open it in **Windows Photo Viewer**. Then, select **Print** from the **Print** menu.
2. Choose the appropriate printer from the **Printer** drop-down.
3. Choose the appropriate paper size from the **Paper Size** drop-down.
4. **Quality** and **Paper type** can be left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



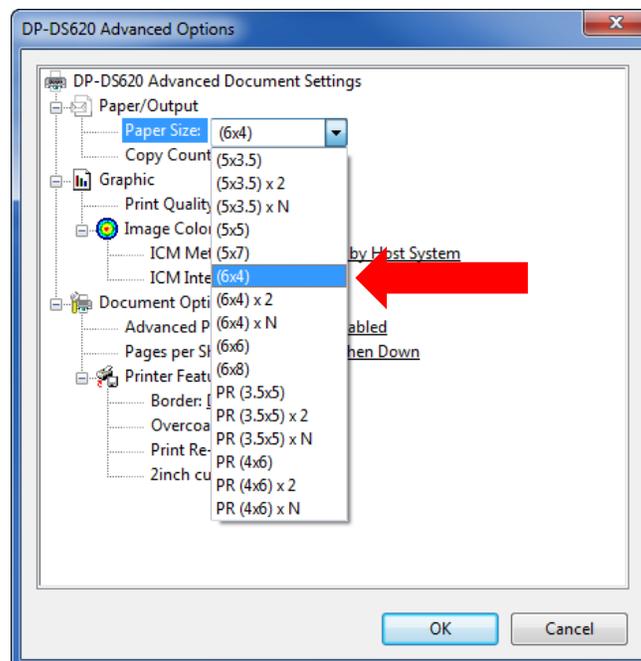
6. When the **Print Settings** dialog opens, click **Printer Properties**.



7. Click the **Advanced** button.



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@dnf.imgcomm.com

Weekday Hours: Monday-Friday 9am EST – 6pm EST

Weekend Hours: Saturday and Sunday Closed