

WHITERIP

Professional Printing Software

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HELP & F.A.Q.



WHITERIP F.A.Q.

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1 - Is WhiteRIP compatible with all printers?

WhiteRIP is compatible with a wide range of printers, but there might be some less common printers that it doesn't support. Please check the compatibility with your specific printer model on our website in the "Supported Plotters" section.

2 - Quali sono i requisiti di sistema per utilizzare WhiteRIP?

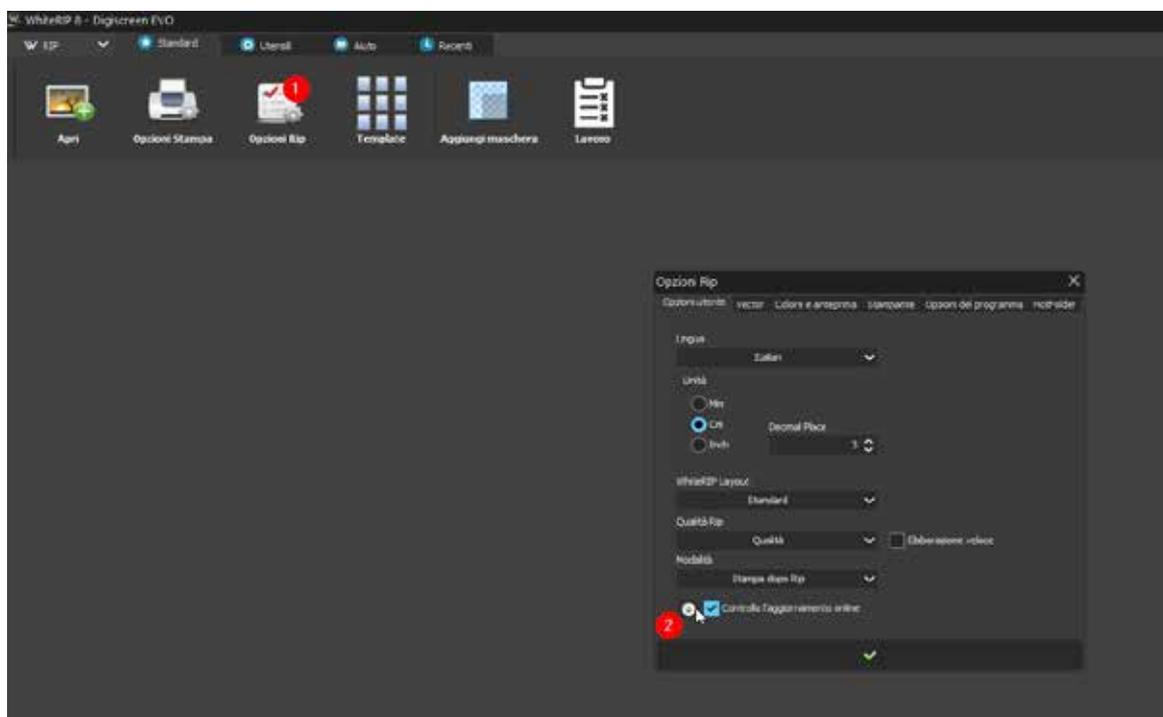
WhiteRIP is compatible with all Windows operating systems. Please check the specific requirements in the program's documentation.

3 - How can I update WhiteRIP to the latest version?

To ensure that WhiteRIP is always updated to its latest version, there are two options:

- **Automatic Update:** When you launch WhiteRIP, a notification window will appear if an update is available. Follow the instructions provided in this window to download and install the latest update.
- **Manual Update:** If you prefer to manually check for updates, click on "RIP Options" in the main menu and select "Check for Online Updates." Follow the provided instructions to download and install any available updates.

These methods ensure that WhiteRIP stays up-to-date with the latest features and bug fixes.

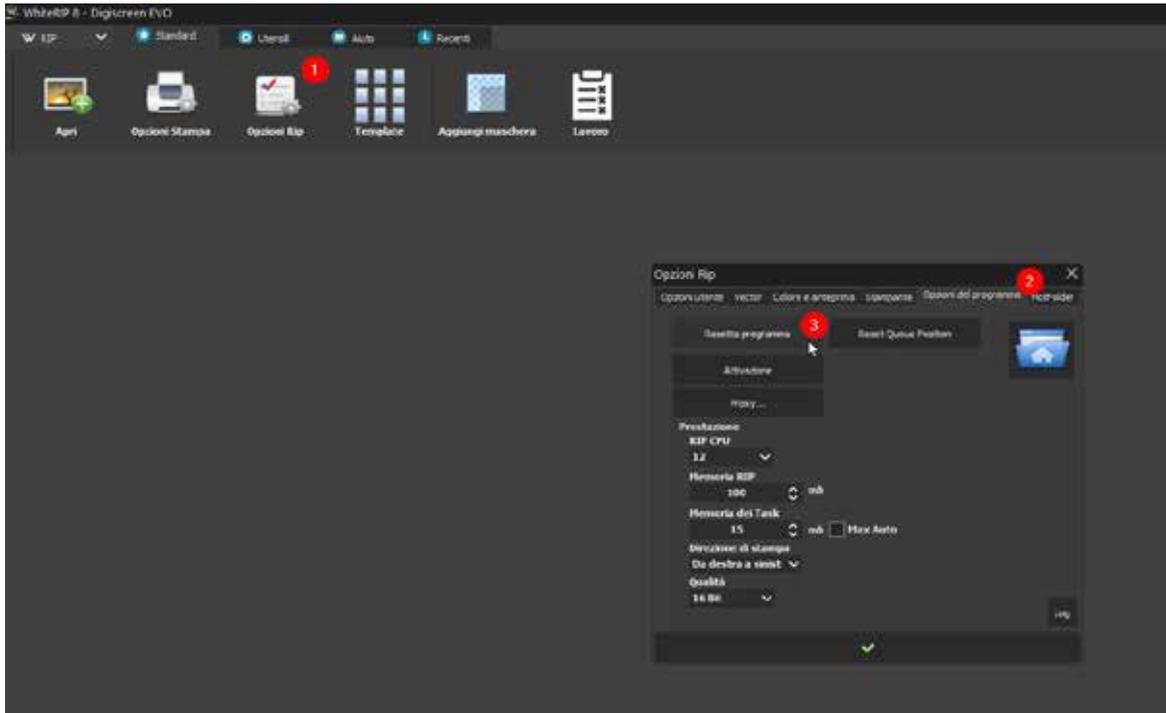


4 - How do I return to the initial setup procedure?

To return the program to its original settings, you need to perform a reset. Here's how to do it:

- Click on “RIP Options” in the main menu.
- Select “Program Options” from the list.

Find the “Reset Program” option and follow the provided instructions to complete the program reset.



5 - I'm experiencing an issue with printing. What should I do?

If you encounter difficulties during the printing process, here's what you can do:

- Check the printer connection carefully to ensure it's properly connected to the computer.
- Ensure there's enough ink or toner in the printer to complete the printing job.
- Verify the printing settings in the program to ensure they are configured correctly for your printing needs.

If the problem persists despite these steps, or if you need further assistance, we recommend contacting technical support. We are here to help you resolve any issues that may arise during the use of WhiteRIP.

6 - The program doesn't start correctly, or it keeps generating errors.

If the program doesn't start correctly or keeps generating errors, it's advisable to perform a complete reinstallation using the following steps:

- Use the Uninstaller included in the WhiteRIP installation path, which you selected during the initial installation.
- Next, completely delete the WhiteRIP folder from your system. Remember to make a backup copy of any profiles if you had made changes to them.
- Proceed with a new traditional installation of the program following the usual procedures.

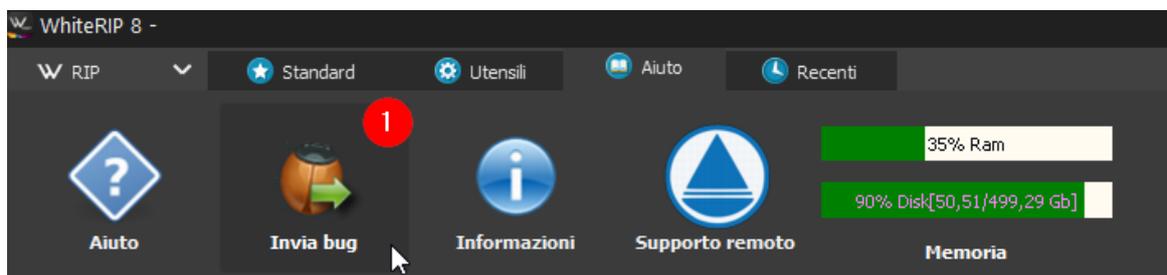
This process will allow you to perform a comprehensive and detailed reinstallation of WhiteRIP in case of startup issues or persistent errors.

7 - Generic errors on the screen, what should I do?

Every time WhiteRIP displays errors on the screen, we kindly ask you to follow these steps:

- Take a screenshot of the error you have encountered.
- Use the dedicated "Send Bug" button within WhiteRIP.
- In the bug description, please explain the actions you performed that led to the error. This will help us better understand the context and cause of the error.
- If possible, attach the image you were using. This will allow us to assess more accurately how to resolve the error.

These steps will help us identify and resolve issues more effectively, ensuring an optimal experience with WhiteRIP.



8 - How do I recognize the model of my printer?

If you're not sure about your printer's model, you can easily check it by following these steps:

- Go to your computer's "Start" menu.
- Select "Devices and Printers."
- In the list of devices connected to your computer, look for your printer. Typically, Epson plotters appear as "Epson" followed by the model number.

9 - I can't find my printer model.

If you can't find your printer model, or if you are using a promotional version where not all models are listed, you can send an email to info@whiterip.com specifying the printer model you need. Within a couple of days, we will send you the correct driver for your printer model.

10 - "Driver not available" error

In promotional versions, some printer models might be missing as they are not included for promotional purposes. If you need support for a specific model that is not listed, please send an email to info@whiterip.com, specifying the model you require. We will send you the correct driver within a couple of working days.

11 - I send the print job, but the plotter doesn't start.

Assuming your plotter is in working condition and ready for printing, it's possible that you may have forgotten to select the correct printer port. Here's how you can do it:

- Go to the "RIP Options" menu.
- Select "Printer."
- Carefully check and click on the icon that looks like a wrench or gear.

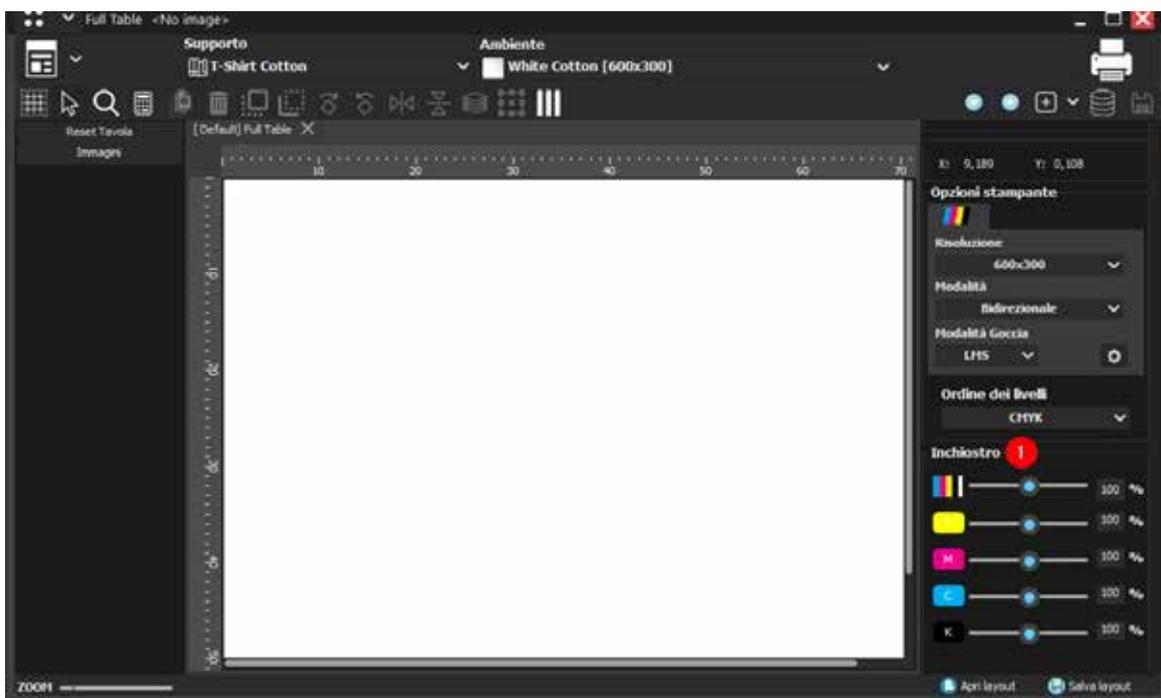
By following these steps, you will be able to locate and select the correct port for your printer, ensuring it's ready for printing.

12 - Colors are not like those on the screen

Assuming your monitor is calibrated and profiled, it's important to refer to the guide for preparing files for printing. Additionally, it's essential to keep in mind that using a generic color profile may not always guarantee an exact color match.

The best solution in this case is to create a custom color profile specifically tailored to your printer, the colors used, and the printing material. This will enable you to achieve more accurate and faithful results.

For smaller or quick adjustments, you can use the “Fast Ink Control” as shown in the image below. However, if more significant changes are required, it's advisable to edit the image directly in your graphic software for optimal results.



13 - Colors appear completely different. How can I change the channel configuration?

It's crucial to consider that every plotter manufacturer uses a different color sequence in the print head. Therefore, during the initial setup phase, it's essential to configure the channel slots correctly. Alternatively, you can go to “Printer Options” and select the “Head” option to perform this configuration.

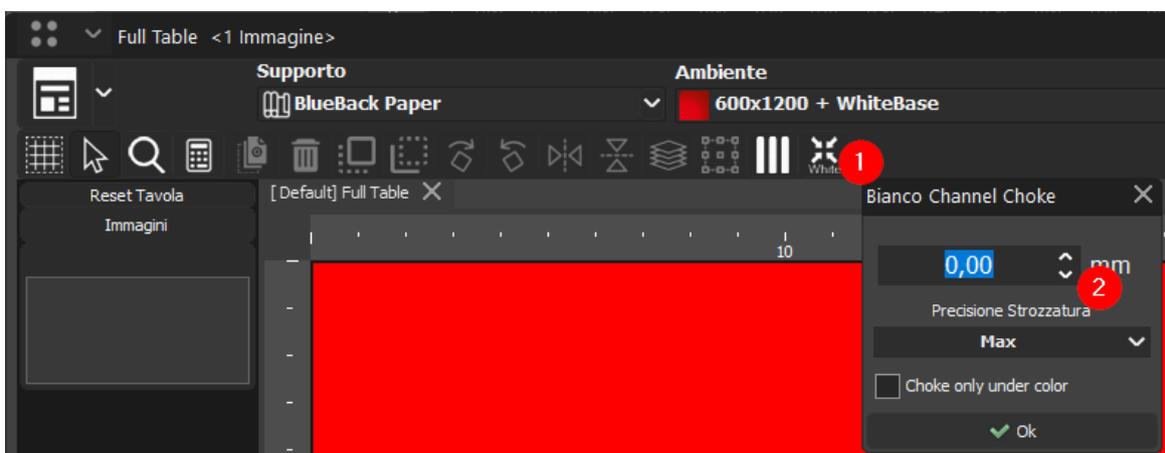
This procedure ensures that colors are accurately aligned with the specific print head sequence of your plotter, helping to achieve precise and high-quality printing results.

14 - When I print the image on dark fabric, the white background exceeds (it's larger than) the colored area.

To ensure trouble-free printing, it's essential to carefully follow both the file preparation guide and the printing guide. However, WhiteRIP offers a specific option that can help prevent registration issues during printing.

You can set this option from “Image” by selecting “Choke” with a value of 0.7 and above. Increasing it by a value of 1 corresponds to a slight reduction of the white background compared to the colored area, approximately equivalent to a 0.7 mm color shift. The recommended value is typically 0.7 / 0.14 mm.

This parameter allows you to optimize color registration during printing, reducing the risk of alignment problems and ensuring better print quality.



15 - The print queue has disappeared!

If the print queue disappears or encounters issues, you can resolve the situation by following these steps:

- Go to the “RIP Options” menu.
- Select “Program Options.”
- Look for the option named “Reset Queue position” and click on it.

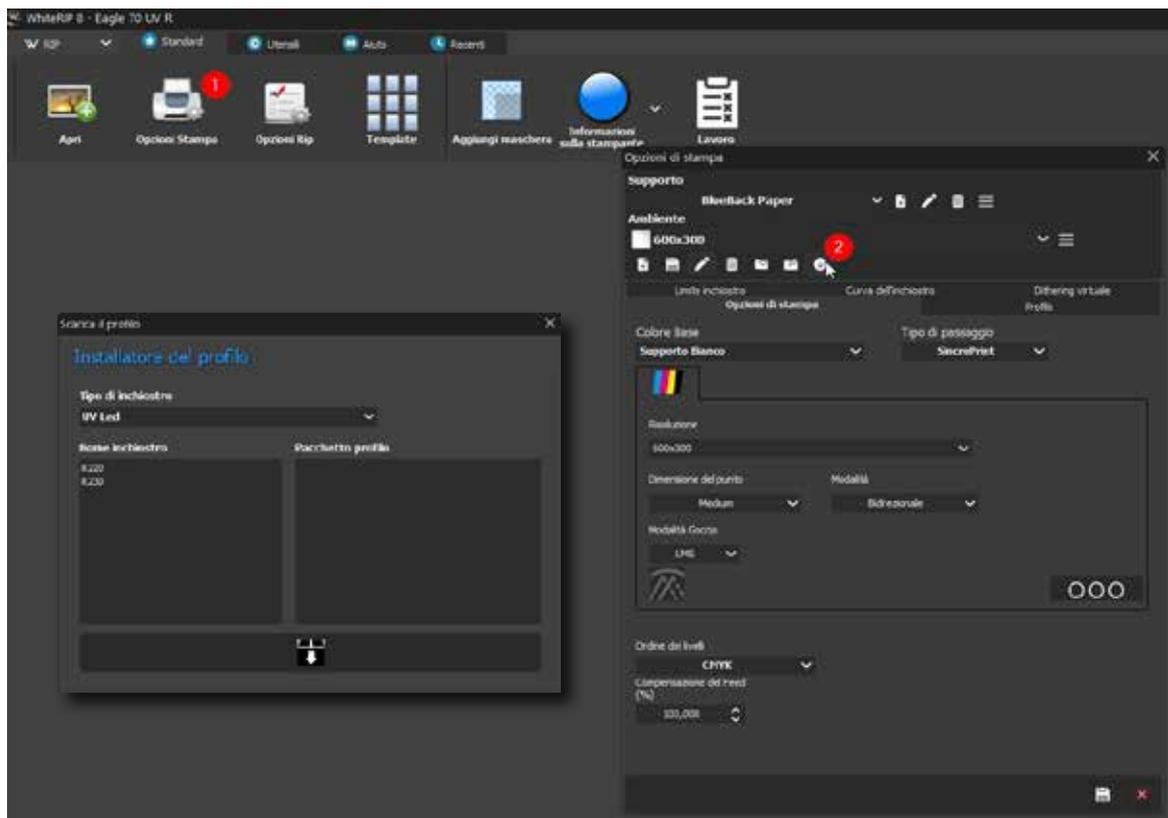
This process allows you to restore the print queue's position and address any visibility or functionality issues it may have encountered.

16 - Nothing appears inside the print environments.

If it appears that the print environments haven't been loaded correctly, you can follow these steps:

- Go to the "Print Options" menu.
- Select the "Download Environment" option.
- Follow the provided instructions based on the type of ink you are using.

These steps will guide you through the process of loading the environments, ensuring they are configured appropriately for your ink type and specific needs.



17 - How can I change the plotter I'm using?

If you can't find your plotter within the update option to download environments, you can follow these alternative steps:

- Go to "Standard" in the main menu.
- Select "RIP Options."
- Find the "Driver Used" option and click on the arrow to initiate the driver download.
- Ensure you complete the driver installation.

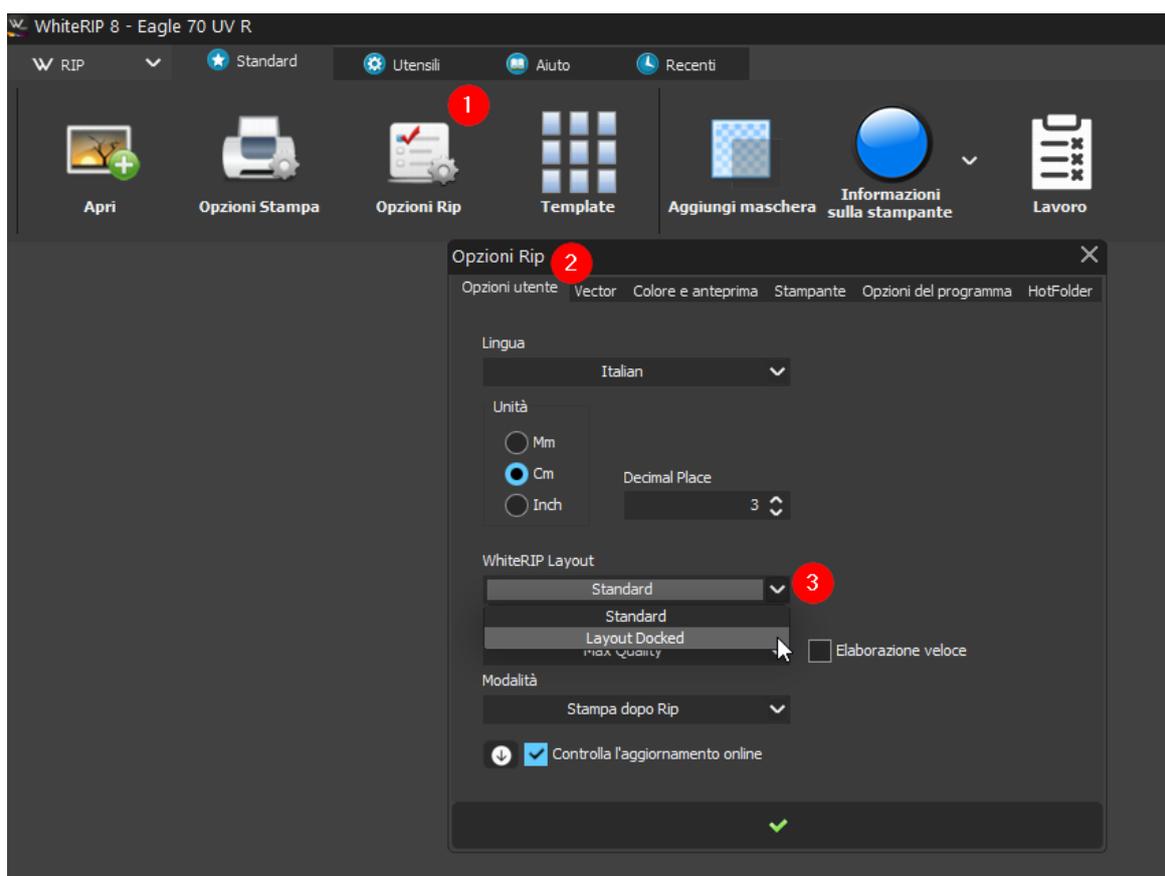
If you still can't resolve the issue, we recommend contacting us through a support ticket. We will be happy to assist you further in resolving any issues related to your plotter or driver installation.

18 - Change Layout

You can customize WhiteRIP's layout according to your preferences by following these steps:

- Go to the "RIP Options" menu.
- Select "User Options."
- Find the "WhiteRIP layout" option and set the layout to "Layout Docked." The docked layout allows you to group all additional WhiteRIP windows into a single solution, which can be especially useful if you are using a single screen.

This layout modification will allow you to optimize window organization and streamline your workflow within WhiteRIP.



19 - When I position the image in preview, I get the message "Out of margins. Some clipping will occur. Continue?"

When you attempt to position an image beyond the set margins, you receive this warning message. The program informs you that proceeding may result in cropping a part of the image that extends beyond the predefined boundaries. You can easily resolve this issue by using the automatic positioning option.

20 - Change Measurement Units

You can choose from various measurement units, including millimeters (mm), centimeters (cm), and inches (inch). To change the mode, access the “RIP Options” menu and select the desired measurement unit from “Unit.”

Be sure to save the changes and restart the program.

