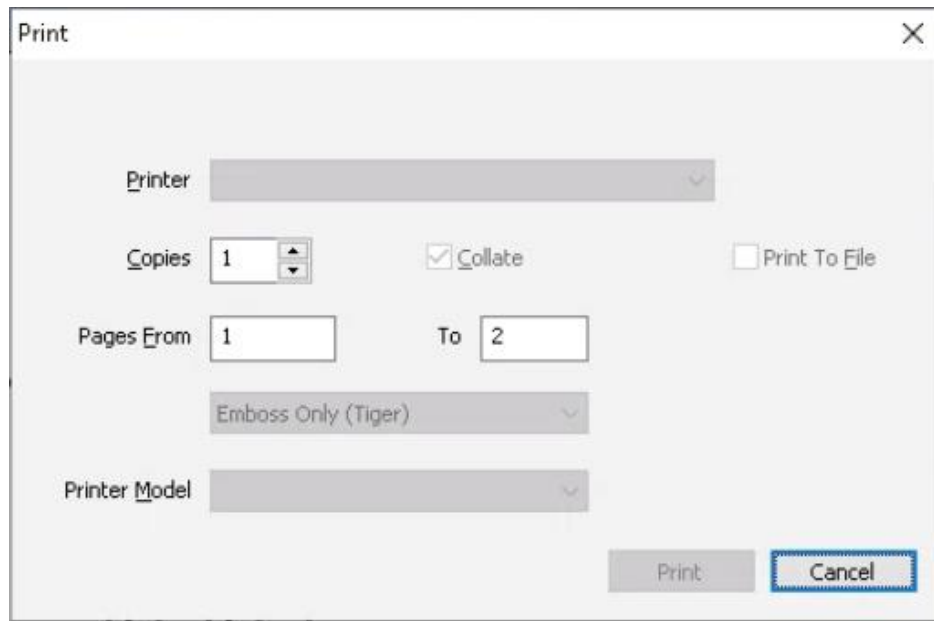


APH Tiger Max Embossing Troubleshooting and Solutions

Error being received:

Printer area grayed out when going to print, not able to select a printer or do anything with the Print menu.



APH questions concerning error:

1. Do you know what version of Tiger Designer the tester is using? What version of Tiger Designer are the embossing locations going to use?
2. Do you know if the original sample was embossed again after the file with the error message was embossed?
3. Was the resupply file for sure what was embossed? Or was it the original file that was inadvertently embossed when the error message was displayed?
 - a. If “ViewPlus Professional” came up, this was the old file.
 - b. If “ViewPlus Max/Cub” came up, this was the resupplied file.
4. What message is in the dialogue box when the file with the error is opened in Tiger Designer?

APH Troubleshooting:

APH runs files on a ViewPlus Max Embosser with these specifications:

- Model Number: 081402-00
- Voltage: 100-120

Able to emboss or error replicated:

- With Tiger Designer:
 - Tiger Designer Version 6: error was replicated
 - Tiger Designer Version 2: embossing enabled
- With Tiger Viewer:
 - Tiger Viewer Version 6: error was replicated
 - Tiger Viewer Version 5: error was replicated
 - Tiger Viewer Version 2: embossing enabled

Conclusion:

ViewPlus Professional was an embosser that ViewPlus used to sell, and was marketed as the Pro. In the early versions of Tiger Designer, the Pro, Cub, and Max were all listed in the software as the same embosser type (like the Max/Cub in the dialog box when opening files specified for the Max). However, newer versions of Tiger Designer have separated the two, where now there is an option to create for the ViewPlus Professional or the Max/Cub. We believe that this is why the older versions of Tiger Designer will run the Professional file on the Max with no issues, while the newer versions of Designer have them separated which causes issues with embossing through the Print menu.

Responses to questions:

1. Are there limitations to what model number/production year of the Viewplus Max printer can be used to print the files successfully without manipulating them in any way?

No. As far as different versions of the Max Embosser, if the file is specifically saved as a PRN to run on the Max, regardless of the model number or production year, it should be able to emboss. It would also be able to emboss to the Cub as well since it is formatted for both of these printers. It is more about the classification of printer than the model year or voltage of printer.

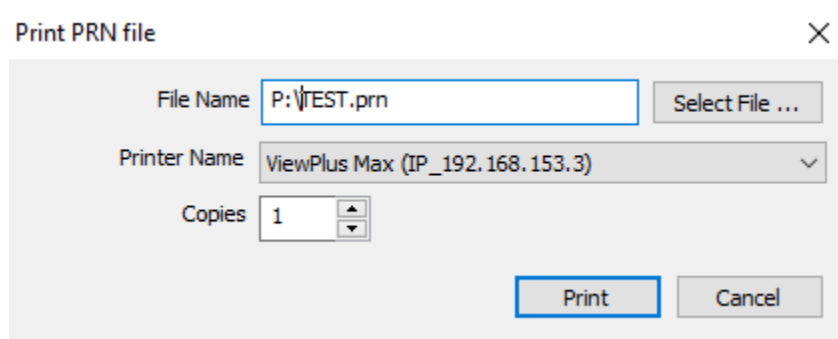
2. Are there limitations in what version of Tiger Designer, or other programs if they happen to be in use, can be used to open the file to print it without manipulating it in any way?

Possibly. While Tiger Designer will always open a file specifically formatted for the Max/Cub (as tested in both version 2 and version 6) and print it as long as that embosser's driver is set up on the computer, it is possible that the file may need to be manipulated to print depending on what software and hardware it is being printed on. We cannot make any guarantees that it will work with every embosser in the field because we do not know and cannot test all those specifications. However, as long as all schools are using a Max Embosser, have the driver for the Max embosser installed correctly, and open the file using Tiger Designer, they should be able to emboss the resupplied files.

Alternative Embossing Methods:

A PRN specifically designated for the Max Embosser is the simplest way to emboss. However, there are alternate methods that can be used to emboss a file if something goes wrong:

- You can go to Print File and choose the file with the "Select File ..." button, and make sure the Printer Name reads as a Max Embosser. This should print the file correctly unless there are problems with the Printer Driver.



- When the dialog box pops up at the beginning you can also hit "Yes" and save it under the same file name and it will be changed to a TDSX file. These file types are used in the newer versions of Tiger Designer and will print to any Tiger embosser that is connected to the computer. However, if schools are using an older version of Tiger Designer they may not be able to use the TDSX files.