

## Products

### ImagePrint V5.5-5.6

*Colorbyte Software*

## Problem

**DEMO** appears on prints generated by ImagePrint.

## Solutions

**This occurs when ImagePrint is printing in “DEMO” mode.**

**When installing ImagePrint, it is very important to install the software BEFORE inserting the dongle.**

Be aware that if you are using the Desktop (LITE) version of ImagePrint, use of TEMPLATES, PAGE TILING, and the COLOR CORRECTION TOOLS will cause the software to run in DEMO Mode.

Also, if you are using the RASTER version of the software, POSTSCRIPT, EPS, and PDF files will print with the DEMO watermark.

If the above doesn't apply, please check the following:

1. Make sure that an ImagePrint dongle is attached to your computer.
2. Make sure that a valid encryption has been entered and enabled via the IP Manage utility. An encryption must be received by ColorByte in order to unlock the software. Also, make sure you have not accidentally installed additional printers. You can check this by clicking on the PRINTER menu in IP MANAGE to see what printers are available.
3. If the dongle is connected, and the printer has been enabled and DEMO still occasionally appears on prints, may be that a third party software utility, like the EPSON status monitor, is blocking ImagePrint from reading the dongle at print time. Remove or disable any such utility to correct the problem.
4. If none of the above apply, its possible that the dongle drivers have been incorrectly installed. Try the procedure listed in the entry “Dongle number never seen In IP Manage”, described on page 2.

**Dongle number is never seen in IP Manage (shows "0");  
Windows fails to install dongle drivers from ImagePrint**

**When installing ImagePrint, it is very important to install the software BEFORE inserting the dongle.** If you put the dongle in first, Windows will attempt to put its own driver in place when it senses the dongle.

Since Windows doesn't have access to the correct dongle drivers, it will fail, and the dongle will not be seen by the system. You can check if this has occurred by checking the DEVICE MANAGER of windows (get properties on "MY COMPUTER", choose HARDWARE, then DEVICE MANAGER). If there's a question mark, or exclamation mark, beside the USB entry, the dongle drivers have probably been incorrectly installed.

Here's a procedure to try that may get around the problem:

With the dongle in place in the computer's USB port, go to Device Manager on the system (usually accessed by right clicking My Computer, choosing Properties, then Hardware). Look for an exclamation point, or question mark, beside the USB entry for the dongle. If you see one, remove it by right clicking it and choosing "uninstall".

Remove the dongle and Reboot.

Once the computer is back up, move to the c:\program files\ImagePrint folder, then License, then Marx. Run the CBSSetup program by double-clicking it, and specify that it install the USB drivers for the dongle.

Reboot again.

Insert the dongle again. The new hardware wizard should appear, and should automatically find the drivers. (On XP, it will warn that they are unsigned by Microsoft, but that can be ignored). Let the Wizard finish.

Run IP Manage, and, hopefully, the dongle number will appear.

#### *Additional Contact Information*

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