**QUICK START GUIDE – HTP500V2**

1) Install HTS500 software

1.1) Standard Set up (W7 32 bits)

- Right click on the “ABB” folder, select “copy”
- Open “Computer”, Select “Local Disk (C)”, Select “Program files”
- Right click on “Program files”, Select “Paste”
- Open “C:\Program Files\ABB\HTS500”.
- Select “HTS500.exe”.
- Right click on icon “HTS500.exe”, Select “Send to Desktop (create shortcut)”

Go to : 2) Software activation.

1.2) Windows 7 – 64 bits / Windows 8

- Right click on the “ABB” folder, select “copy”
- Open “Computer”, Select “Local Disk (C)”, Select “Program files”
- Right click on “Program files”, Select “Paste”
- Open “C:\Program Files\ABB\HTS500.exe”.
- Select “HTS500.exe”.
- Right click on icon “HTS500.exe”, Select “Send to Desktop (create shortcut)”

Go to : 2) Software activation.

2) Activate HTS500 software

- For Windows 7 & 8
  - Right click on the icon on the desktop, then select “Run as administrator”.
  - Click on the link to the website (or type www.swactivation.com).
  - In HTS500 software activation page, Please click on the link HTS500 Activation page
  - Fill the form with your informations.
    - Login = SHHTTP
    - Password = SHPRA
  - At the end of the form, press Apply.
  - The webpage will supply the Pre-code, Code and Serial Number.
  - Type the informations into the HTS500 software activation mask.
  - Then press «OK»
  - The HTS500 software will open, it is ready to use.

3) Install printer HTP500V2 drivers

- Open the installation CD
- Open «Drivers»
- Open «HTP500V2»
- Click on Setup
- Select the language
- Select «Install»
- Select «install... anyway» if you see Windows security window.
- The wizard will install the driver “P-PRINTER”.
- At the end of the setup, when «Maintenance Complete» window appears,
  - Select «Yes, I want to restart my computer now» and select «Finish»
  - Press «OK»
- Now, connect the USB cable to one of the PC USB ports and turn on the printer.
- The PC will show a message “Found new hardware”, then “Installing device driver software”
  - In few seconds, the PC will show the message “Your device is ready to use”.
  - Select «Run»
- Then select «OK»
- The tool will install a few copies of the driver.
  - Each driver represents a sort of support you may need to print (Markers for terminal blocks, for cables etc.)
  - Select «Profiles» tab,
  - Select AUTOM TERMINAL BLOCKS profile,
  - Then, Press «Retrieve»
  - Confirm “Yes”.
  - Then «OK»
  - And «OK»
- Repeat the here above process for the other printer’s drivers:
  - See printer’s drivers settings details in last page.

4) Install specific format drivers

- Open HTS500  software,
- Select File  Printer setup,
- Then select the left button of the first row to load the driver:
  - Select the HTP500V2 AUTOM TERMINAL BLOCKS printer,
  - then press Properties:
  - Select «Profiles» tab.
  - Select AUTOM TERMINAL BLOCKS profile,
  - Then, Press «Retrieve»
  - Confirm “Yes”.
  - Then «OK»
  - And «OK»

5) Set printer’s drivers into HTS500 software

- Open HTS500 software, Select File  Printer setup,
- Then select the left button of the first row to load the driver:
- Select the HTP500V2 AUTOM TERMINAL BLOCKS printer, then press Properties:
- Select «Profiles» tab,
- Select AUTOM TERMINAL BLOCKS profile,
- Then, Press «Retrieve»
- Confirm “Yes”.
- Then «OK»
- And «OK»

Important:
- Do not connect the USB cable to the PC until it is requested

1.1) Standard Set up (W7 32 bits)

- For other systems just run “HTS500.exe”.

- Open the installation CD
- Open «Drivers»
- Open «HTP500V2»
- Click on Setup
- Select the language
- Select «Install»
- Select «install... anyway» if you see Windows security window.
- The wizard will install the driver “P-PRINTER”.
- At the end of the setup, when «Maintenance Complete» window appears,
  - Select «Yes, I want to restart my computer now» and select «Finish»
  - Press «OK»
- Now, connect the USB cable to one of the PC USB ports and turn on the printer.
- The PC will show a message “Found new hardware”, then “Installing device driver software”
  - In few seconds, the PC will show the message “Your device is ready to use”.
  - Select «Run»
- Then select «OK»
- The tool will install a few copies of the driver.
  - Each driver represents a sort of support you may need to print (Markers for terminal blocks, for cables etc.)

Go to : 2) Software activation.
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<td>Printer is not turned on</td>
<td>Check the power supply and turn on</td>
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<tr>
<td>Printer is turned on but does not react</td>
<td>PC connection faulty</td>
<td>Check the PC &lt;-&gt; printer USB connection cable and ensure it is correctly plugged</td>
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<tr>
<td>Printer is turned on but does not react</td>
<td>PC connection faulty</td>
<td>Check the PC &lt;-&gt; printer connection cable is the correct one (USB 2.0), remove eventual additional USB cable extensions</td>
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<tr>
<td>Printer is turned on but does not react</td>
<td>Printer set offline</td>
<td>Set the printer Online (press the Online button, the green led must be on)</td>
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### Message on printer's display:

- **The Cover is Open**
  - Printer's frontal cover not correctly closed
  - Open the cover and close it carefully, until the end

- **No Ribbon**
  - Ribbon cartridge empty or not positioned correctly
  - Check the ribbon cartridge, if empty substitute, if cut repair

- **Set Ribbon**
  - Ribbon cartridge not correctly positioned
  - Open the cover, remove and insert again the cartridge, until it is not correctly positioned

- **No Cleaning tape**
  - Cleaning tape not present or empty
  - Check the cleaning cassette, if needed substitute

- **Set a new media**
  - No Media in the printer
  - Insert a new media into the printer

- **Remove media and set it again**
  - Media not correctly feded into the printer
  - Remove the media, when you read "set a new media", insert it again until you hear the "bip"

- **Media feed error**
  - Media jam
  - Remove all the media, press Cancel, when displayed "set a new media", insert media again until you hear the "bip"

- **Check feeder Type**
  - Wrong support plate
  - Substitute the support plate with the right one for the media you are printing.

- **Check media and press Enter**
  - No media on the support plate / feeder empty
  - Fill the right media in the feeder, then press Enter

### Printing quality

- **Media printed correctly, but not aligned**
  - Guides not correctly positioned to guide the media
  - Check the guides, if necessary set the guides closer to the side of the media/support plate

- **Media printed very faint**
  - Non correct driver's setting
  - Check that the settings (profile) selected is the right one for the media

- **Media printed very smudged**
  - Non correct driver's setting
  - Check that the settings (profile) selected is the right one for the media

- **Media printed with some punctual defects**
  - Surface of the media is dirty
  - Check that the surface of the media is not dirty, if necessary clean with alcohol

- **Media printed with some punctual defects**
  - Cleaning roller dirty
  - Run the cleaning function (Online-->Menu-->Cleaning)

### Frequently Asked Questions:

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(*) from previous pages:

**HTS500V2 user's documents download area**

The user's documents are available for download at the following link:

www.swactivation.com