

Zipshot Troubleshooting

If you are getting the "Zipshot not found. Check cables/settings." error message it is usually being caused by one of four things. If you are experiencing trouble using the printing template please refer to #4.

1) Reset the power on Zipshot. You can do this by simply unplugging and then plugging back in the purple power cord going into the Zipshot.

Printer Port mode. Make sure the printer port is set to either ECP or EPP mode in the computer BIOS or CMOS. For general instructions on how to do this please refer to pages 25 and 26 in your Zipshot manual. Computer BIOS and CMOS vary greatly between different computers so if you are unsure how to access and change this setting please consult your computer manufacturer.

Conflicting printers on the system. Some printer drivers try and periodically access the printer port causing any other device (Zipshot, External Disk Drives, etc.) that is on the port to be interrupted. You should remove the printer from your system in Windows to see if this is causing the problem. You can do this by:

Clicking on "Start" and then "Settings" on the Windows 95 Task bar.

Click on "Printers" and select your printer in the window.

Press the Delete key to remove the printer.

If the Zipshot device is recognized after removing your printer from the computer, you should contact your printer manufacturer to obtain a generic driver for your printer that does not have this feature.

If the first three problems have been eliminated as possibly causing your problem a file upgrade and instructions are available at www.zipshot.com that should resolve the error when it is installed. This upgrade is also a fix if you have been experiencing any trouble using the printing template feature of the Zipshot software.

If you continue to experience problems operating your Zipshot after following these troubleshooting tips please contact us by either emailing to support@arcsoft.com or calling 510-440-9901 between 8:30am and 5:30pm PST. You can also fax us your questions at 510-440-1270.