

# WinTotal v6

## Frequently Asked Questions

**Q: Can I open and use my current WinTotal v4 or v5 sets in WinTotal v6?**

A: WinTotal v6 will only open and convert WinTotal v5 .wdf files. WinTotal v4 users must convert their .set files via WinTotal v5 before proceeding to WinTotal v6.

**Q: Can I run both WinTotal v5 and WinTotal v6 at the same time?**

A: Yes; neither program interferes with the other.

**Q: I already own an earlier version of WinTotal, how do I upgrade to WinTotal v6?**

A: WinTotal v6 requires a new dongle/registration, contact your local TE Connectivity (TE) distributor to discuss cost and promotions.

**Q: What Operating Systems are compatible with WinTotal v6?**

A: WinTotal v6 is compatible with Microsoft Operating Systems: Windows 10, 8.1, 8 , 7 (32 or 64 bit); Windows Server 2012 & 2008.

**Q: Will my old printers work with WinTotal v6?**

A: With each successive release of WinTotal TE has ratified it's printer support to reflect the range of printers currently sold by TE. To confirm printer support contact a TE Identification Solutions technical support representative at 1-800-430-7226 option 4 or 5, or submit a request email to [ident.tech.support@te.com](mailto:ident.tech.support@te.com).

**Q: Can I move WinTotal v6 from one PC to another?**

A: Yes, if you have purchased a WinTotal-6-Dongle then the software can be installed on multiple computers and the USB dongle used to unlock the PC used for printing. If you have purchased a WinTotal-6-End-User-License then the software would need to be registered on the new PC. The number of registrations is limited to two per license. If the registration limit is reached then contact a TE Identification Solutions technical support representative at 1-800-430-7226 option 4 or 5, or submit a request email to [ident.tech.support@te.com](mailto:ident.tech.support@te.com).



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**Q: Why has my WinTotal v6 been working for the past 14 days but has now stopped printing?**

A: WinTotal v6 is available for a free 14 day trial. At the end of the 14 days WinTotal v6 disables all printing. If you have purchased a license check you have registered the software correctly. If you have purchased a dongle version check the dongle appears as a HID device in the Devices and Printers dialog of the host PC.

**Q: Why when I send a print job does it not print?**

A: In WinTotal v6/System Setup/Printers, ensure the target printer and port match the printer and port as installed in the Devices and Printers dialog of the host PC.

**Q: Why is the printer selection in WinTotal but is not in the Devices and Printers dialog of the host PC?**

A: It is possible that the printer failed installation in Windows, please refer to TE Knowledge Base document 411-121010 Procedure for the Installation of TE Printer drivers.

**Q: Why is my Product data not saved when I exit WinTotal?**

A: To run WinTotal the user MUST have local administrator rights.

**Q: I have forgotten my User Access password, how can I unlock it?**

A: Contact a TE Identification Solutions technical support representative at 1-800-430-7226 option 4 or 5, or submit a request email to [ident.tech.support@te.com](mailto:ident.tech.support@te.com) and they will provide TE Knowledge Base document 411-121023 WinTotal Password Reset.

**Q: Where can I download the latest version of WinTotal?**

A: The latest version of WinTotal can be downloaded from [www.te.com/wintotal](http://www.te.com/wintotal) or direct downloaded from [www.te.com/wintotal-download](http://www.te.com/wintotal-download).



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**Q: I have successfully installed WinTotal-v6-Dongle, why does WinTotal fail to open and give me an error message?**

A: WinTotal-6-Dongle was possibly installed whilst the USB dongle was inserted into the PC. Remove the USB dongle and uninstall WinTotal v6. Reinstall WinTotal v6 and then insert the dongle into the PC.

**Q: Can I use my existing WinTotal v4 or v5 .xmt files with WinTotal v6?**

A: Yes, .xmt files are compatible with all WinTotal versions.

**Q: How can I activate the cutter in WinTotal if a cutter/perforator is fitted to the printer?**

A: In WinTotal v6/System Setup/Printers there is a Cutter checkbox in the Default Printer settings . At print time cutter/perforator options can be selected. If these options are selected without a cutter/perforator fitted the TE printer will show a protocol error.

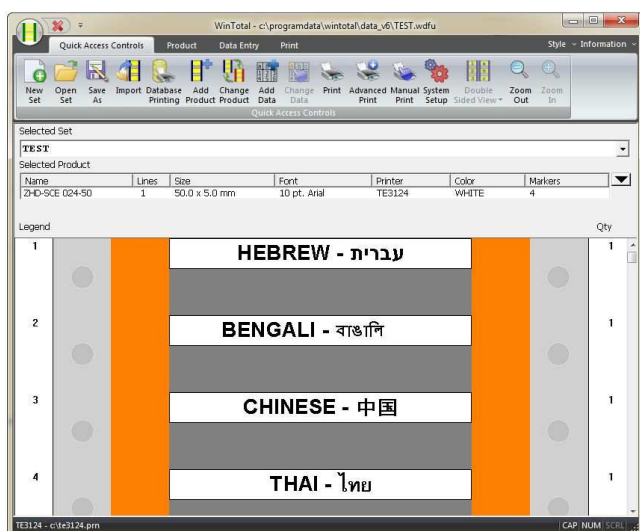


### Printer Information

Print quality and print performance can only be guaranteed when specific TE printer and ribbons are used.

The current list of printers and ribbons can be found in TE document 411-121005 'Identification Printer Product Ribbon Matrix'. This document can be found in 'Access Our Tools':

<http://www.te.com/usa-en/utilities/access-product-tools-and-resources.html>



### Software

WINTOTAL software, available to download for a 14 day evaluation period from the Identification Printer Software page:

[www.te.com/wintotal](http://www.te.com/wintotal)

Contact a TE representative for further information

### Ordering Information

Ordering Description			
WINTOTAL-6-DONGLE	EC9816-000		
WINTOTAL-6-END-USER-LICENCE	EC9817-000		

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