

## Splits Print Width Problems

**Problem:** The right hand side of the print is cut off when printing splits or when printing results on a splits printer having selected “Narrow print”.

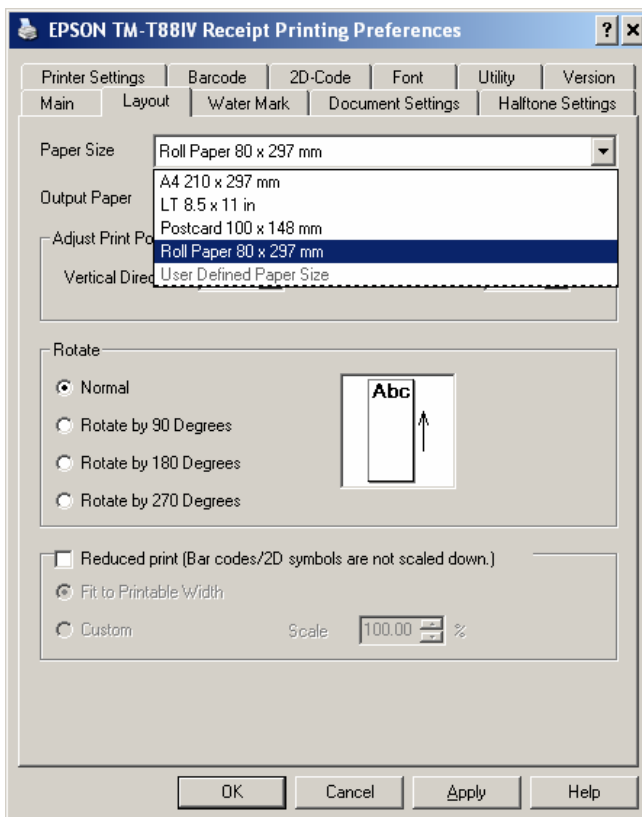
**Solution:** AutoDownload uses the Window’s printer preferences layout information to find out the width of the paper and then spreads the columns of data across the width. If the paper width is not set correctly (too wide) then part of the print can be cut off. The solution is to change the printer preferences.

This problem is a common one for Epson and Star printers. It is less so for Citizen (CBM1000) as it is recommended that for this printer “fast splits” mode is used and this mode ignores the printer preferences information.

### How to change the paper width

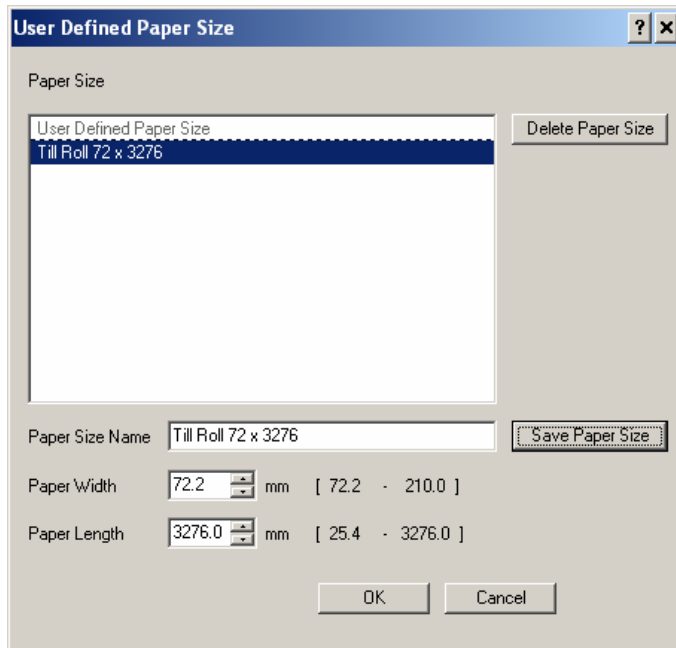
The following is for an Epson TM-T88IV. The same process should be followed for other printers.

Open up the list of printers for the computer. Right click on the printer and select “Printer Preferences” and select the “Layout” tab.



The above screen shows that the “Roll Paper” has previously been selected. This has a paper width of 80mm, however the standard till roll paper is only 78mm and the printable width is less than this. This is the problem!

Select “User Defined Paper Size” and create a new paper size.



Set the paper width to the minimum 72.2mm (this always works although you could probably go wider) and the length to the maximum. Name the paper size, save and then click “OK”.

Back on the “Layout” page make sure that the new paper size has been selected and then click “OK” to finish the set-up.