

**Worksheet for trouble-shooting barcodes
(if a number shows instead of the barcode font)**

This worksheet can be used to report the results so others can be assisted.

If you are successful in printing the barcode font after any of the steps,
there is no need to continue to additional steps.

More help is available at <http://tagityourself.com/lite/help/barcodehelp.htm>.

Please send your results to info@tagityourself.com. An online response form is also available at
<http://tagityourself.com/lite/help/barcodefeedback.htm>.

Date:

Name of consignor:

Email of consignor:

Sale(s) where problem with tags:

Product (TagItLite, TagIt or TagIt Manager) and Version (Help>About):

Name and model of printer:

Operating system (e.g. XP, Vista, Vista 64):

_____ (Yes or No) Tags print but a series of numbers show where the barcodes should be.

_____ (Yes or No) Does this occur both in the Preview and with actual printing?

_____ (Yes or No) In a word processor such as Word or Notepad can you type some text,
highlight that text, and change the font to IDAutomationHC39M so that barcodes show?

_____ If not, try installing the barcode font from www.idautomation.com/fonts/free/.
Reboot and try printing tags again. Does the barcode font print now on your tags?
(Yes or No)

Check the number of fonts on the computer (Start>Control Panel>Fonts).

The number is _____.

_____ (Yes or No) Can you find the IDAutomationHC39M font in Control Panel>Fonts?

_____ (Yes or No) If you double-click on the IDAutomationHC39M font, does it show the fonts
and a copyright?

Review your printer settings (Start>Control Panel (Classic View)>Printers and Faxes) by right-
clicking on the printer name and selecting Properties.

_____ (Yes or No) Can you find any setting indicating that the printer installed is
capable of printing graphics? (This might be hard to find.)

_____ (Yes or No) Have you printed graphics with this printer?

-more-

On the Advanced tab, click on Print Processor.

Name of Print Processor:

Default Data Type:

If the print processor is not WinPrint and the default data type is not Raw, remember the current settings. You may need to go back and select these later.

_____ (Yes or No) Try selecting WinPrint and Raw and try printing tags. Does the barcode font print now?

If not successful with WinPrint and Raw, try other options. Describe what you try and the result:

_____ (Yes or No) Try printing to a PDF file. If you do not have a pdf writer, download and install a free program from <http://www.cutepdf.com/Products/CutePDF/writer.asp>. Does the barcode show and print from the pdf?