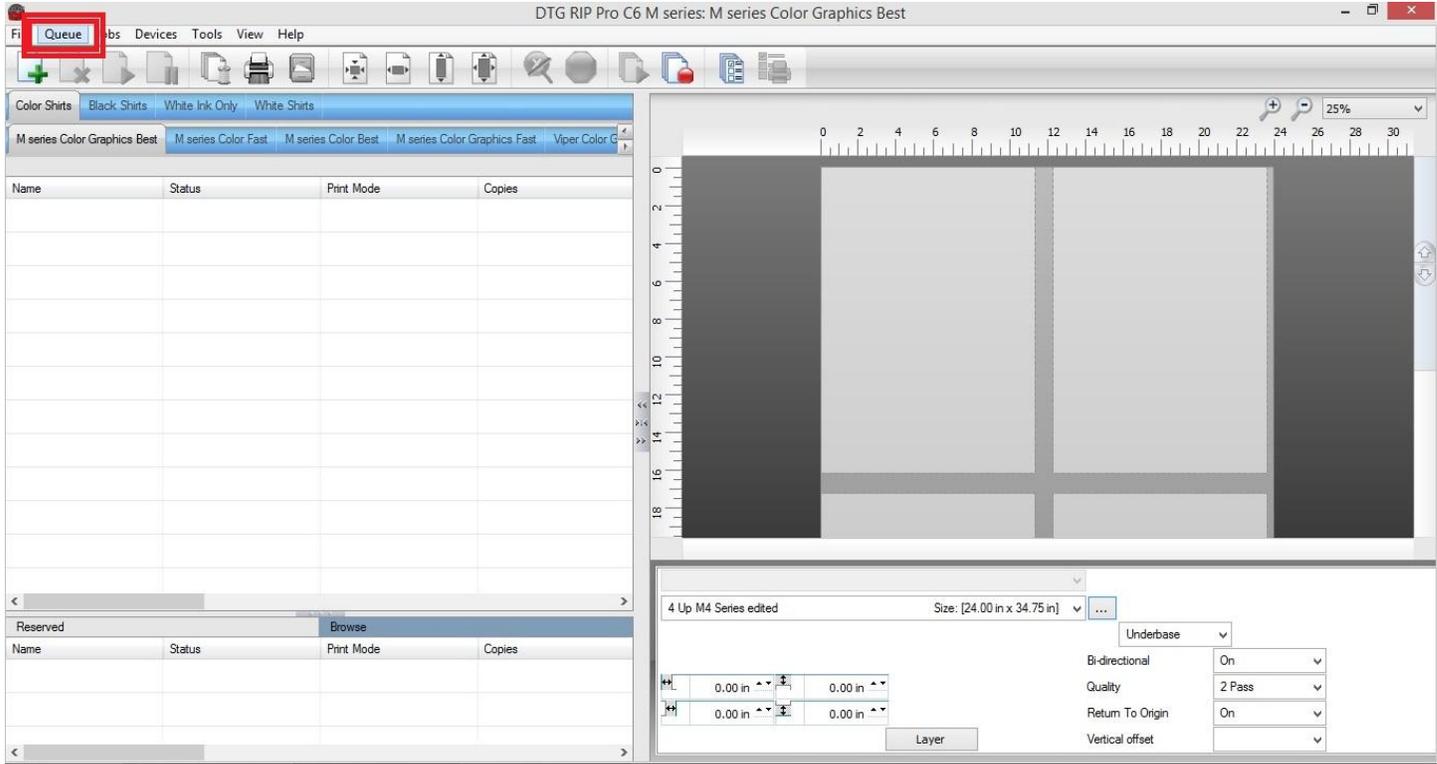
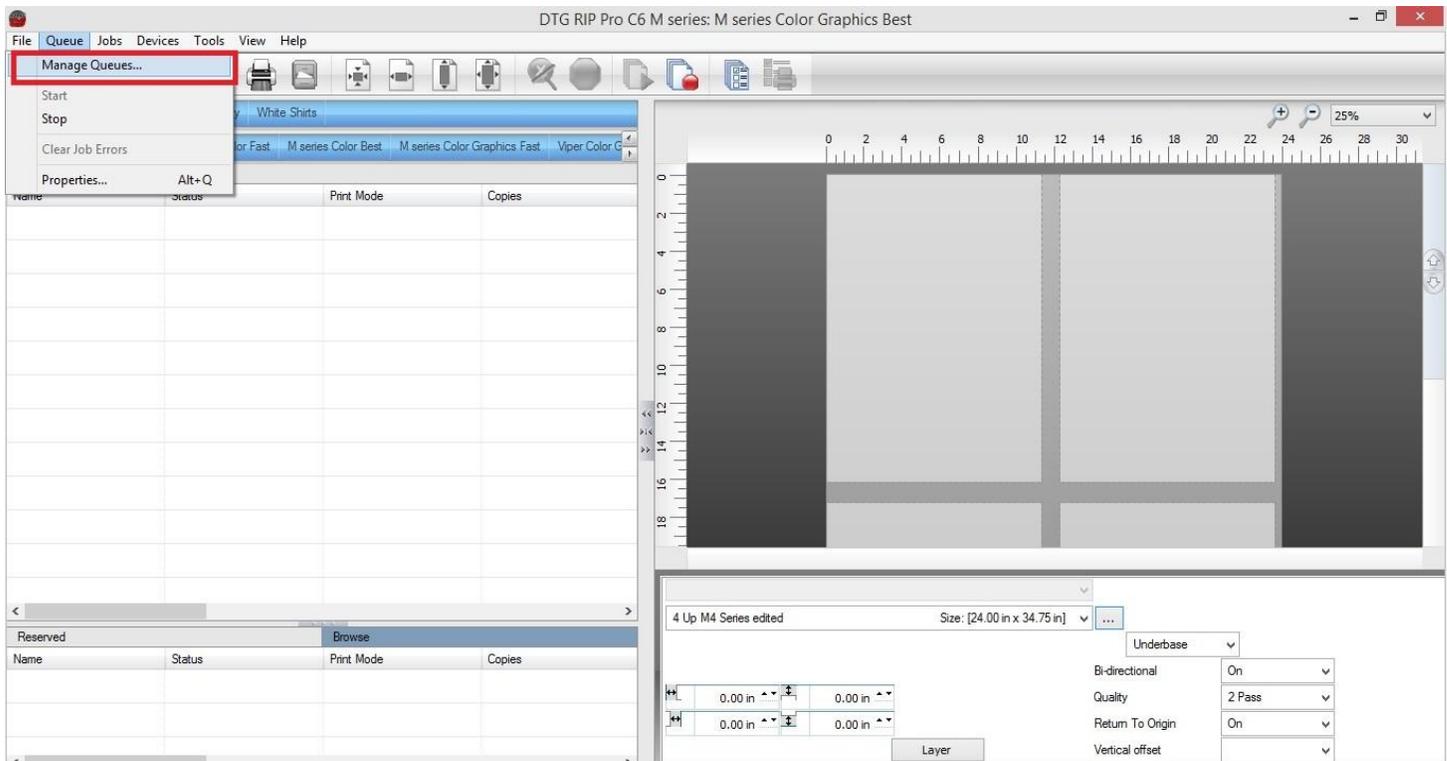


In the RipPro software, you may experience a “Holding Error” after you hit the print button. The reason behind this error is due to the fact that the software does not recognize the printer. You may have used it previously and the USB plug may be connected but the software is still not recognizing it. Please follow these steps in getting the software to recognize the printer.

**Step 1, click “queue” at the top menu bar**



**Step 2, click “manage queue” from the drop down menu**

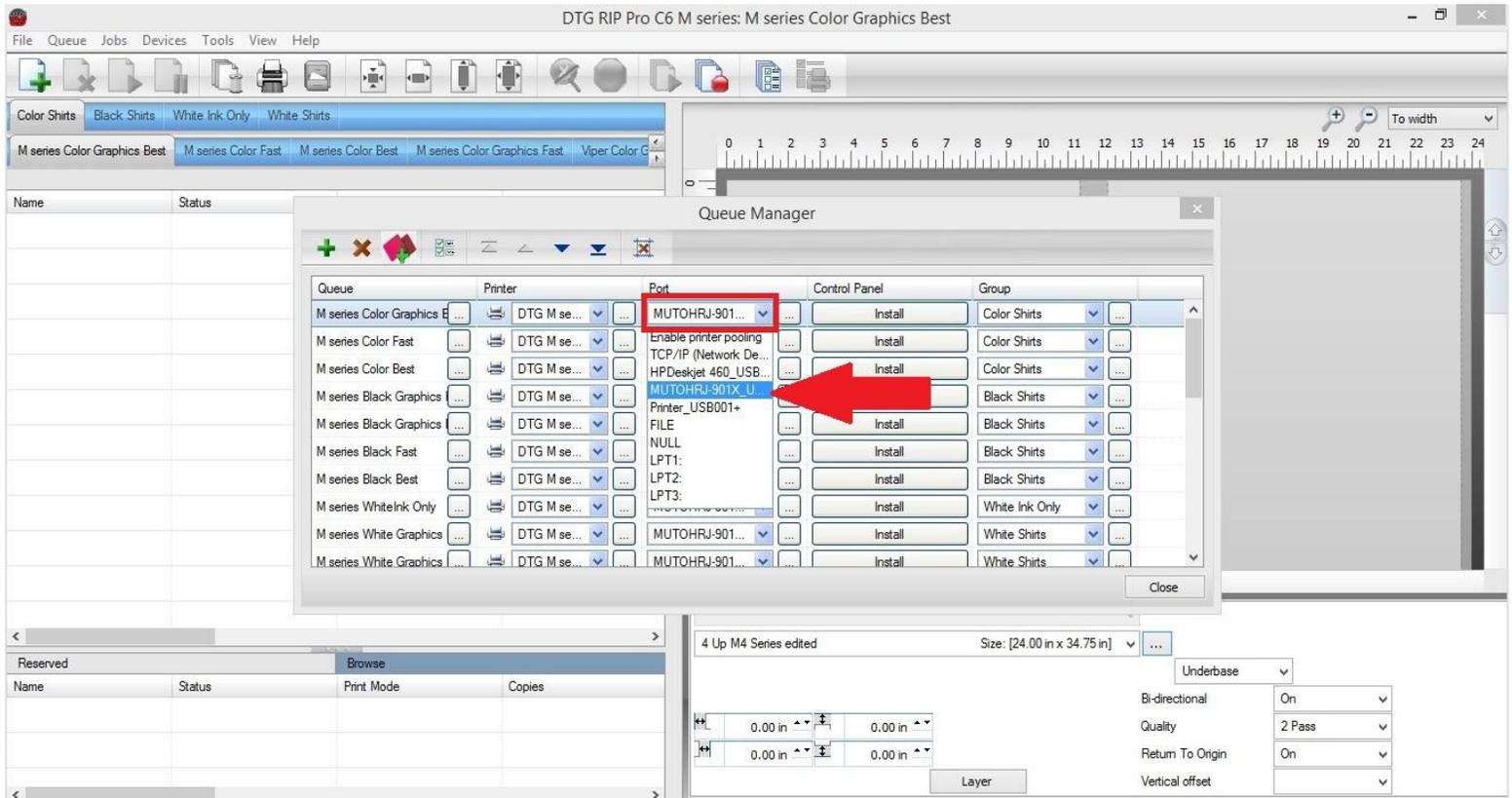


**Step 3 (For M2 users only)**

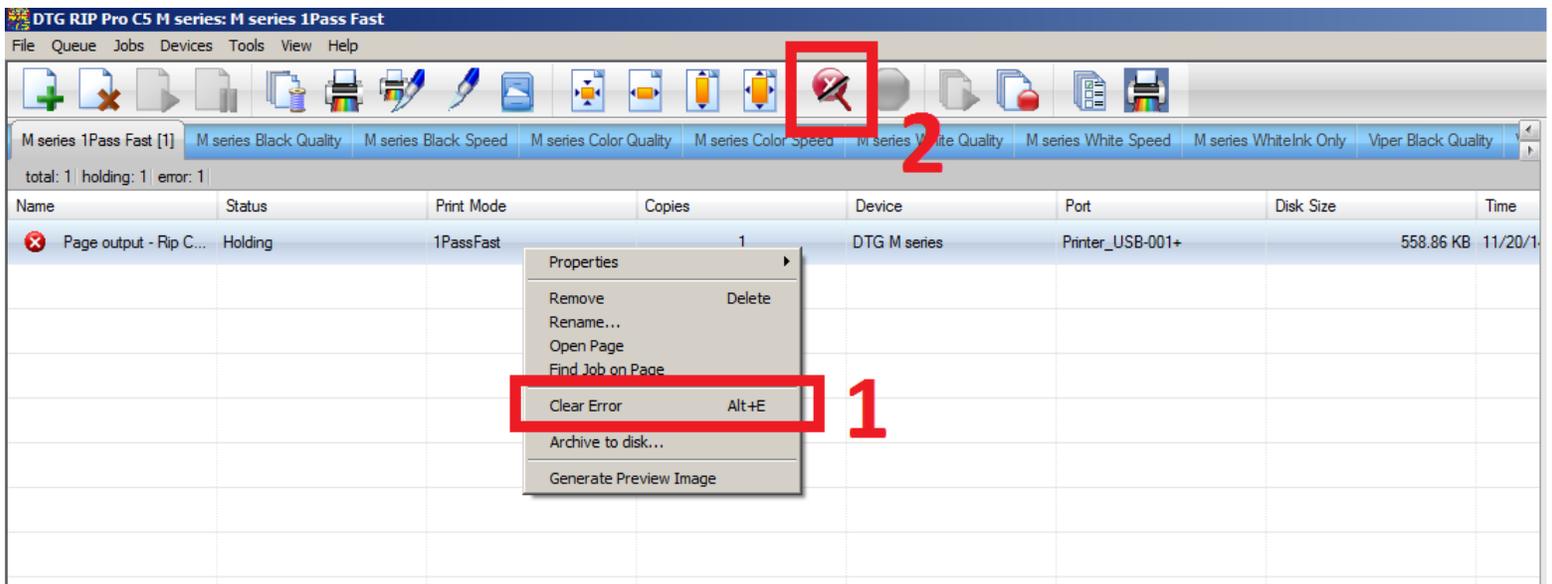
Click the arrow under “port” and it will bring a drop down menu.

For M2 users, click “MUTOHRJ-901”

**\*\*There may be another window that pops up asking if you want to apply to all, please click yes. If not then you will need to change all of them manually\*\***



At this point, you can press close and continue with printing. There are 2 ways to get rid of the holding error. #1 is right clicking the mouse and pressing “clear error”. The other way is #2 up at the top with the “X” and squeegee and pressing that button.

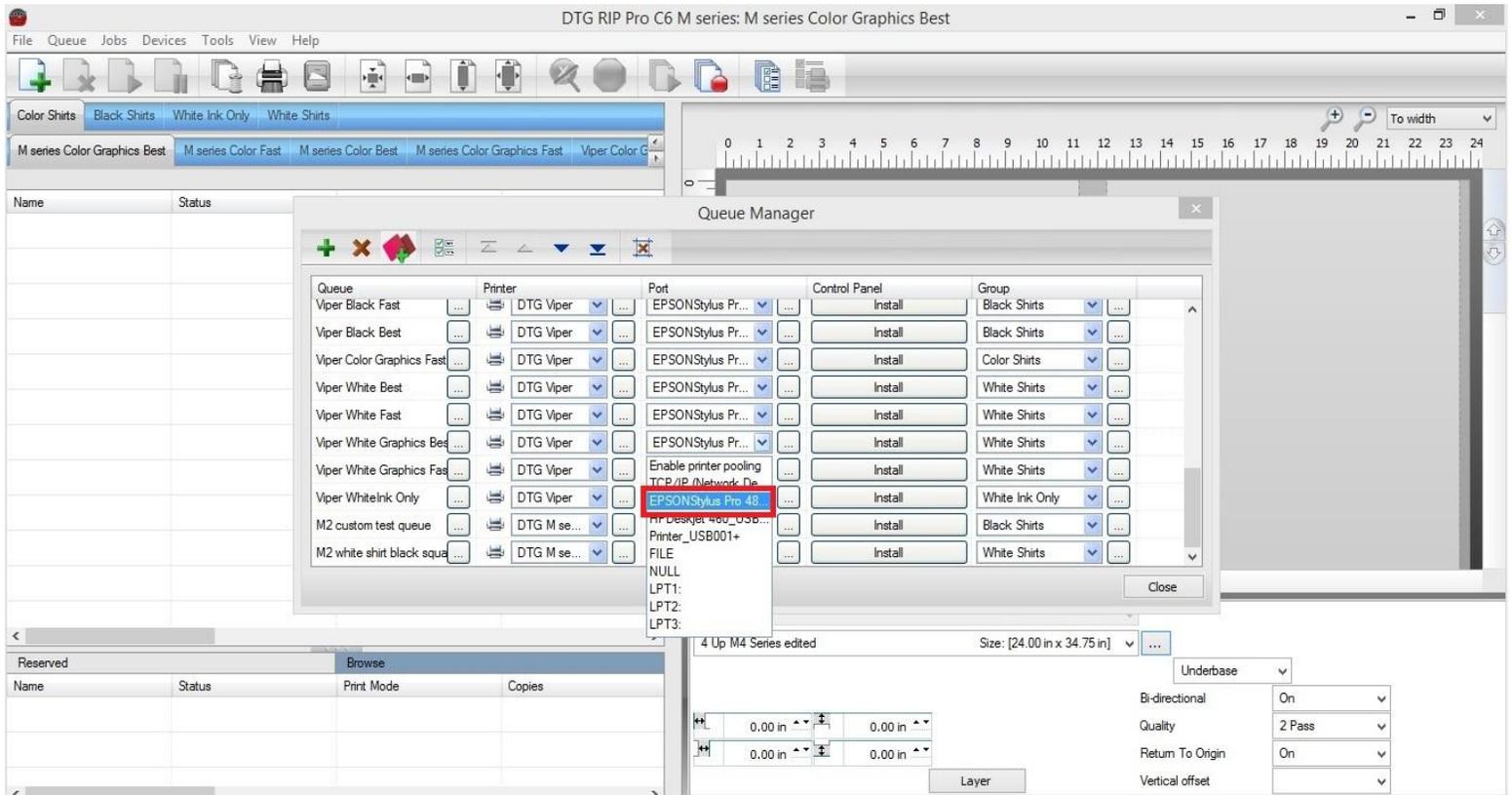


**Step 3B (For Viper users)**

Click the arrow under “port” and it will bring a drop down menu.

For Viper users click “EPSON stylus pro 48..”

**\*\*There may be another window that pops up asking if you want to apply to all, please click yes. If not then you will need to change all of them manually\*\***



At this point, you can press close and continue with printing. There are 2 ways to get rid of the holding error. #1 is right clicking the mouse and pressing “clear error”. The other way is #2 up at the top with the “X” and squeegee and pressing that button.

