



# **WELP Version 5.0 Installation & User Guide**

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# What's New in WELP Version 5.0

## Product Detail Page

1. The cursor automatically defaults into the quantity box.
2. New product displaying on the click of the item in the product detail page. Currently when the user has the page open in the catalog and the page resides at the bottom of the screen, the page never refreshes. If the user forgets about the page it consistently stays on the original page.

## Loading Speed

Currently WEI uploads items to the Internet every hour. Major modifications to the internal software allow the system to poll internal data directories and upload each hour.

## Perfect Print Turn-Around Times

Currently the process takes over 24 hours to turn simulated art into an actual Perfect Print sample. With the addition of the new enhanced WELP, the process will be reduced to a mere second.

## Design Number Spool Name

WEI has modified the WELP to use the first design graphic number as the filename for the file being spooled to the printer. In cases where there is no clear design number, such as the Name-Entry-Applet emblems, WEI will use an alternative filename derived from pieces of the downloaded data.

## Name Droppers

The new WELP allows users to create name dropper emblems or emblems that include a logo or image and the space to include a name or additional text.

## Odd Shaped Emblems

Customers can request custom shapes like circles, squares and any odd shapes not standard to the industry.

## S-Rip

This function allows users to combine several jobs into the same queue therefore conserving paper and time.

## Set-up Screen

The set-up screens allow users to customize the installation of the WELP 5.0.

## Extended Lines of Text

The Advanced Name Applet allows for up to 16 characters of text.

## Uninstalling WELP Version 4.0

If you are upgrading from a previous version, please follow these steps:

- 1) Click on Start/Settings/Control Panel.
- 2) Click on Add/Remove Files.
- 3) Choose the WELP Version 4.0 icon.
- 4) Click on Remove to delete it from your computer.
- 5) Proceed to the installation of WELP Version 5.0.

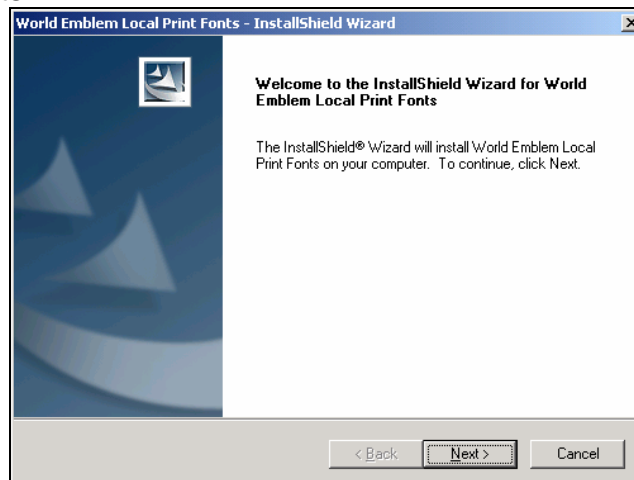
## Installing WELP Version 5.0

To install the WELP Version 5.0 into your computer, please follow these steps:

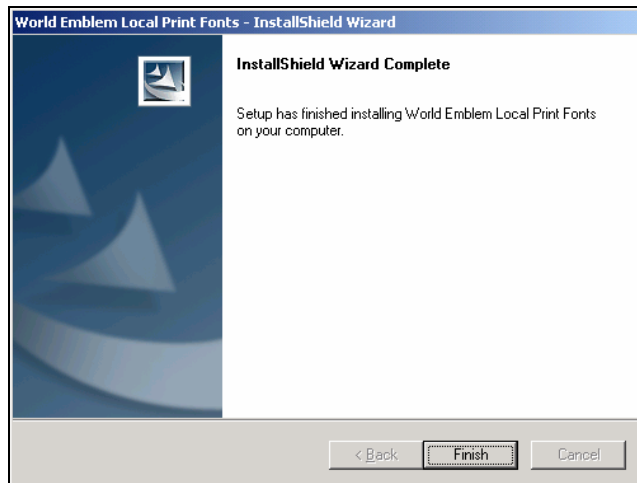
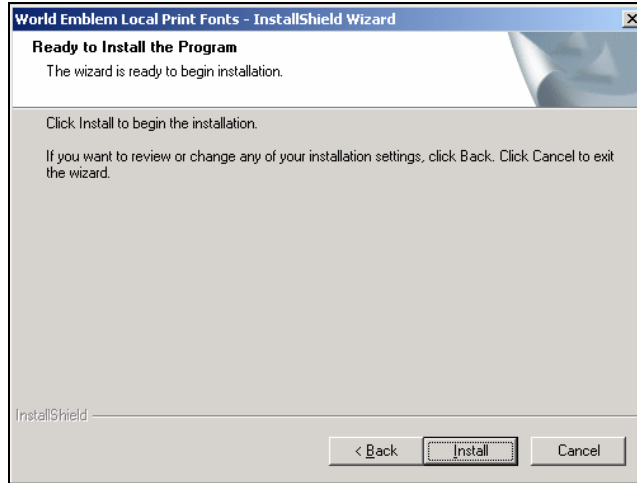
- 1) Insert the WELP Version 5.0 CD into your CD player. The following screen will appear.



- 2) Click on Install Corel. (***If upgrading from Version 4.0, skip this step.***) The installation must be performed in the order shown (Install Corel, Install Fonts, Install WELP).
- 3) Click on Install Fonts.

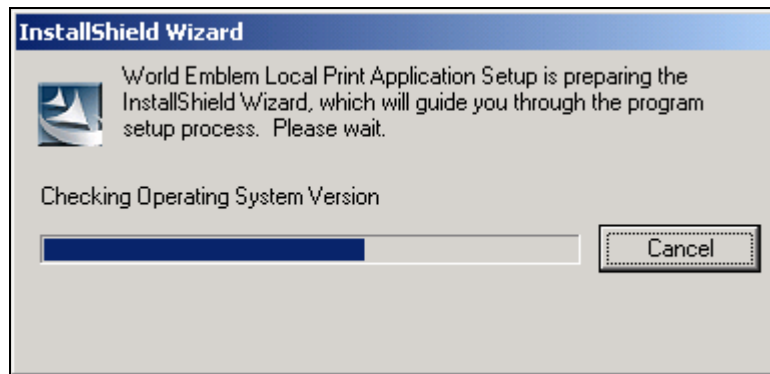


Follow the steps as shown in the screens.

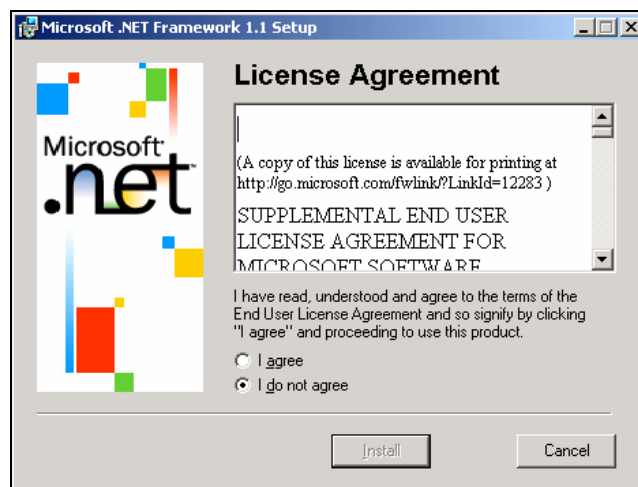


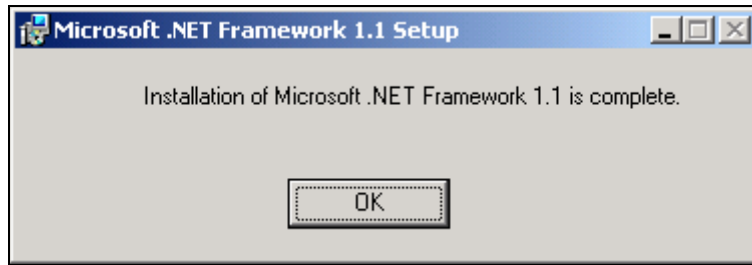
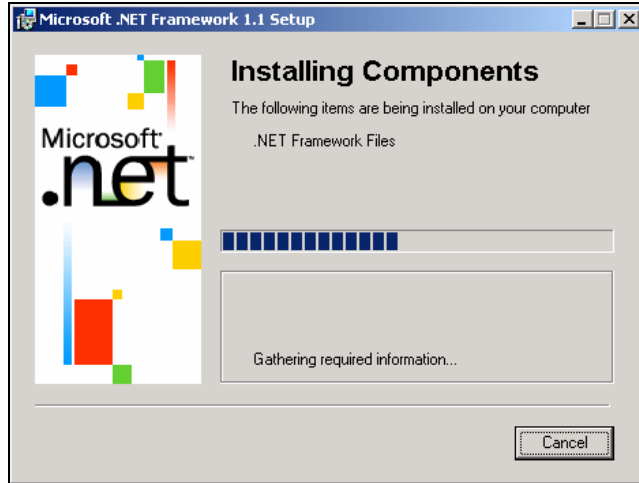


4) Click on Install WELP.

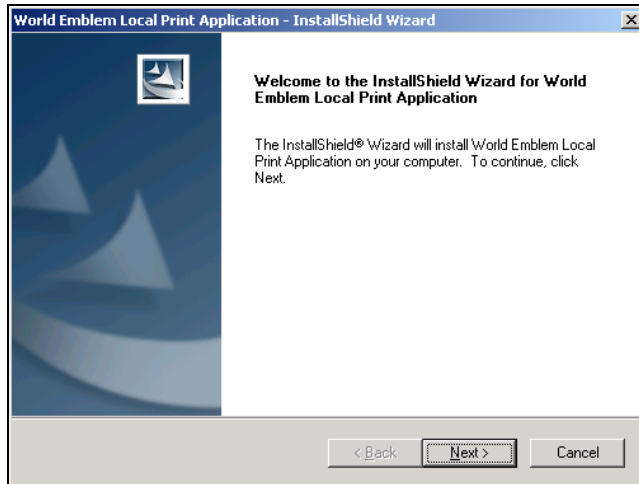


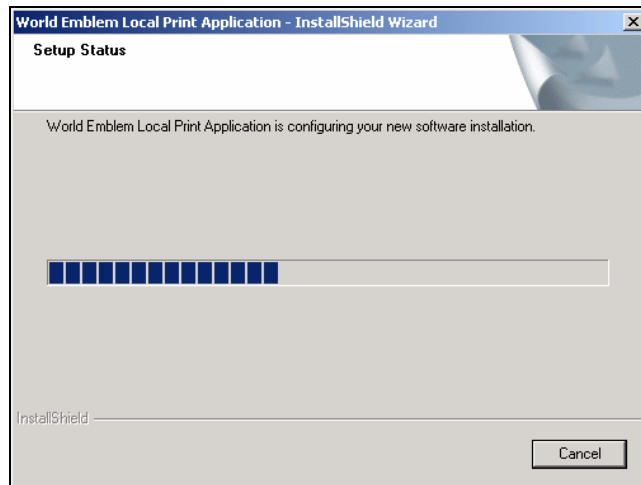
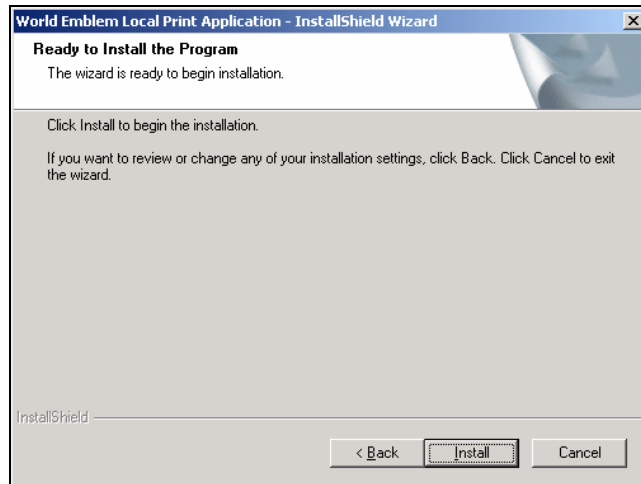
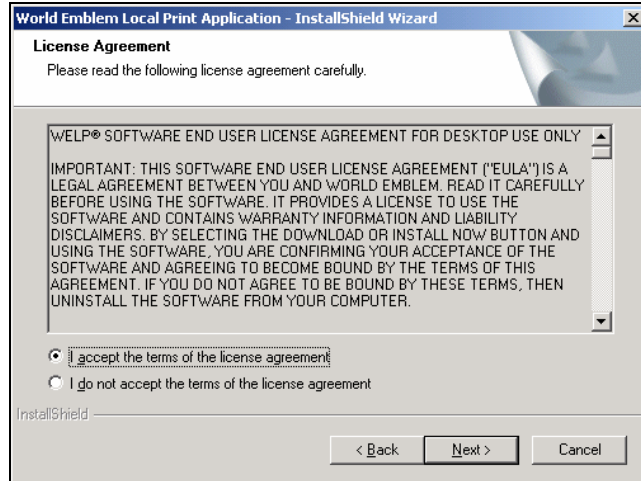
If your computer does not have the .net framework installed it will automatically install. Read the License Agreement and then click on "I agree" and Install.

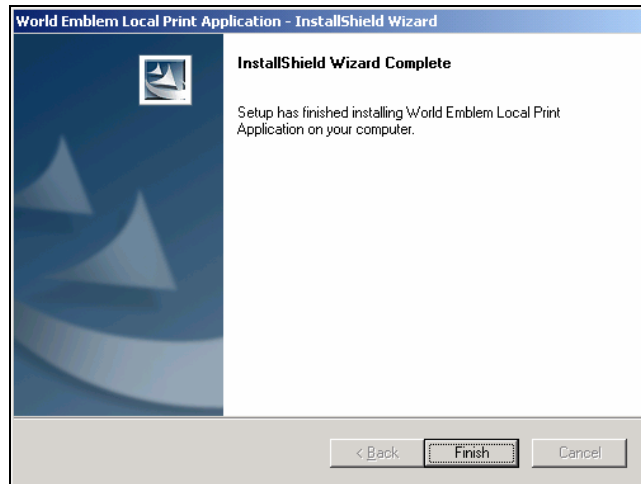




Continue with the WELP Installation by clicking on Next.





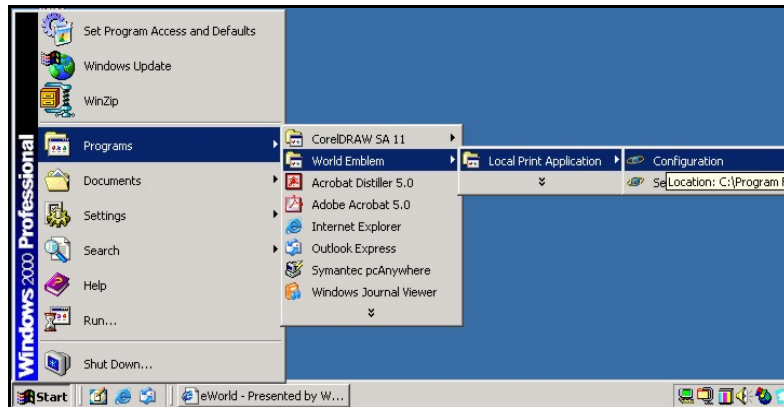


5) Click Exit. Installation is complete.



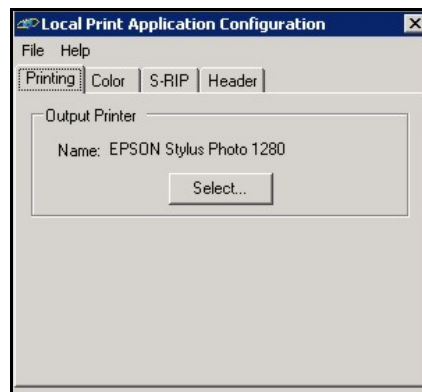
## Configuring WELP Version 5.0

Click on **Start/Programs/World Emblem/Local Print Application/Configuration**.

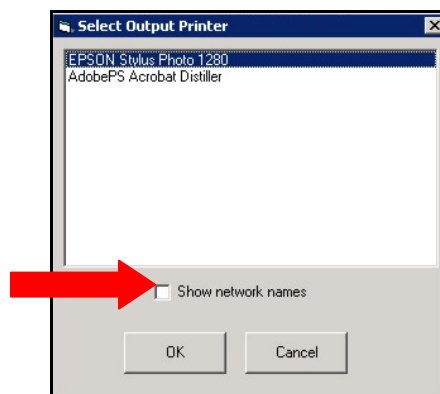


## Setting up the Local Print Application Configuration

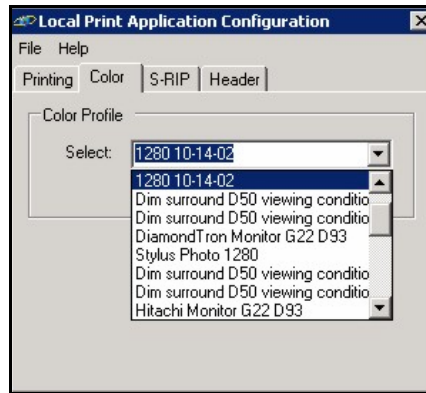
Click on the **Printing** tab and click on the **Select** button to choose a printer.



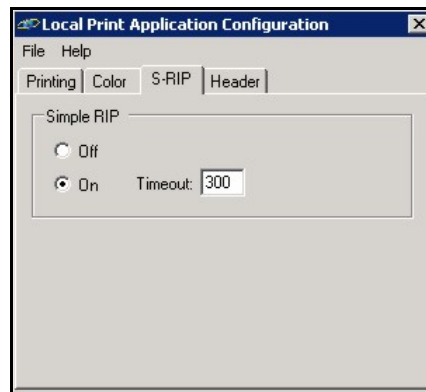
Select your printer from the list and click on the **OK** button. If you have more than one 1280 printer, check off **Show network names**, to verify which printer you would like to use when printing.



Click on the **Color** tab and select the appropriate color profile from the drop down menu. Contact Inside Sales at 1-800-766-0448 or log onto the web at [www.worldemblem.com/perfectprint.htm](http://www.worldemblem.com/perfectprint.htm) to verify which color profile to choose.



Click on the **S-RIP** tab.  
Turn the S-RIP **On** or **Off**.



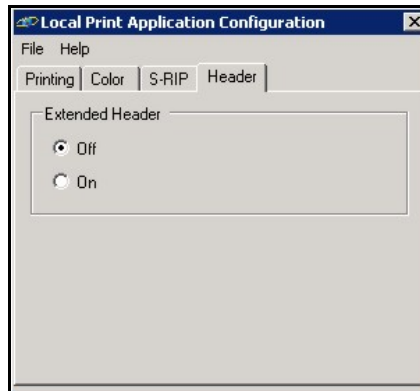
**S-RIP** - the amount of time the system waits before printing the jobs in the queue. By allowing additional time, the user is allowed to add multiple jobs to the queue. This will allow all of the jobs to be printed at the same time conserving paper. The user has the option of clicking on the **Release** button to allow printing to occur earlier than the time submitted.



Select the **Timeout** or the amount of time the system will wait for additional jobs to be added to the queue before printing begins. The Timeout should be entered in seconds.

Click on the **Header** tab.  
Turn the Header **On** or **Off**.

Header – When the header is On, the border background information is displayed.



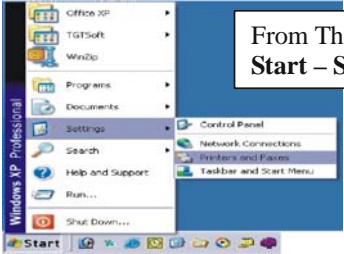
To verify the WELP version number, click on **Help** in the toolbar and choose **About**. The following screen should appear. Click on **OK** when you have finished confirming the Version number 5.0.



You are now ready to experience World Emblem International's WELP Version 5.0. Follow the instructions below to begin using the WELP Version 5.0.

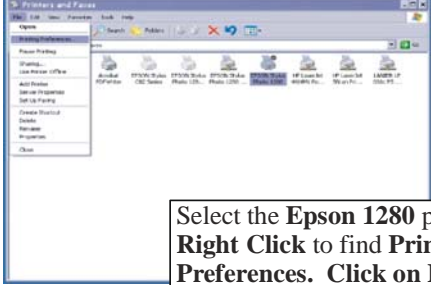
# Printer Setup

**1**



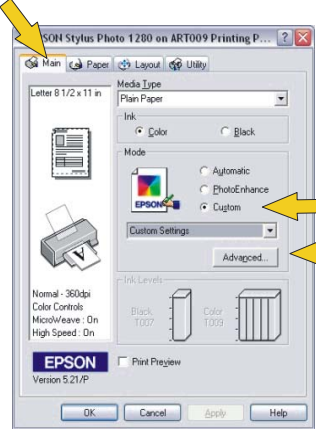
From The PC Desktop, select **Start – Settings – Printers**.

**2**



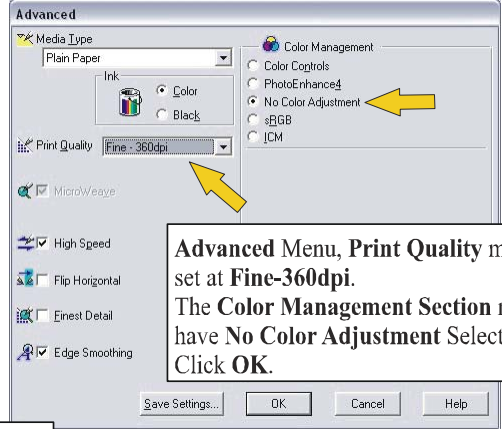
Select the **Epson 1280** printer. **Right Click** to find **Printer Preferences**. Click on **Printer Preferences**.

**3**



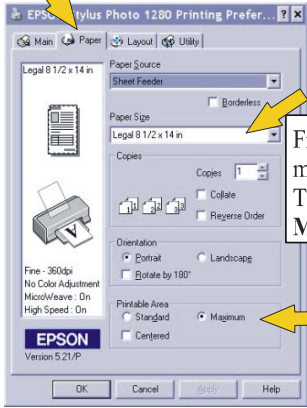
From the **Main** Tab in the **Mode** Section, the **Custom** Option must be selected. *Custom Settings* will appear on the drop down menu. Click on the **Advanced** Button.

**4**




**Advanced** Menu, **Print Quality** must be set at **Fine-360dpi**. The **Color Management** Section must have **No Color Adjustment** Selected. Click **OK**.

**5**



From the **Paper** Tab, the **Paper Size** must be set at **Legal - 8 1/2 x 14**. The **Printable Area** Section must be set at **Maximum**. Click **OK**.

**6**



Once all the steps have been verified, Click **OK** to close the Printer Preferences Screen. ***If you exit without clicking the OK button, no changes will be saved.***



## Using WELP Version 5.0

A **Live Help** button is included in the upper right hand corner of all of the screens. By clicking on this button, you can automatically be in touch with an Inside Sales Representative at World Emblem International, who will be able to answer all of your questions and walk you through the process of using WELP Version 5.0.

## Standard Name Applet

### Add Emblem

To create an emblem for printing, click on **Add Emblem**.



### Sizes

Select the correct emblem Size that you would like printed by clicking on the pull down menu. The following choices are available: **J-1/R-1**, **J-2/R-1.5**, **J-3/R-2**, **J1Oval**, **J2Oval**, **J3Oval**.



## Perfect Print Fabric Color

Select the Perfect Print Fabric Color from the pull down menu. Please refer to the Perfect Print Color Chart. Perfect Print Color Charts can be requested through Live Help or a Customer Service Representative at 1-800-766-0448, Option #2.



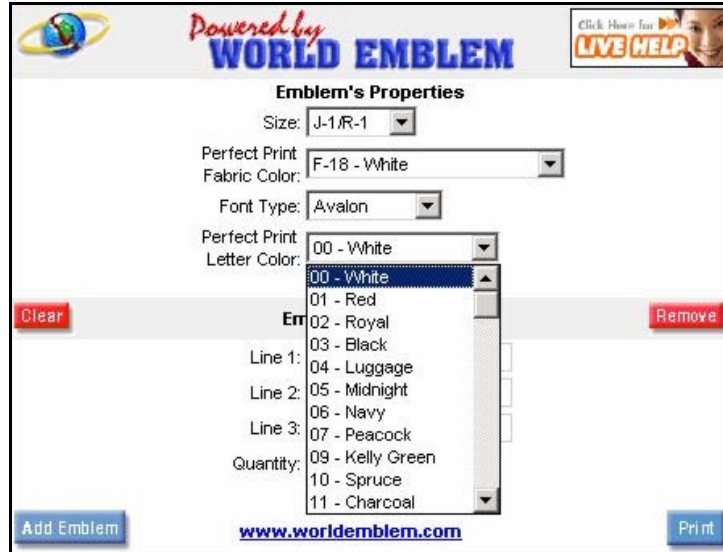
## Font

Select the Font type from the pull down menu. Font choices include Avalon, Brush Script, Southern, Switzerland and Toronto.



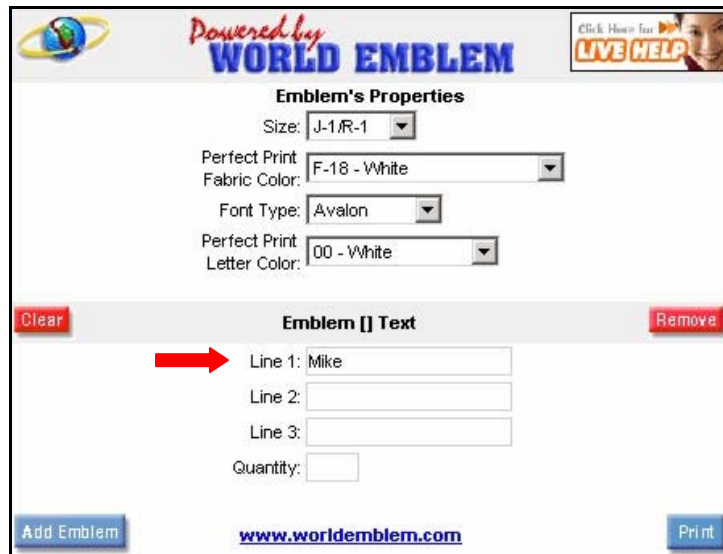
## Perfect Print Letter Color

This screen allows the user to choose the Perfect Print Letter Color. Please refer to the Perfect Print Color Chart. Perfect Print Color Charts can be requested through Live Help or a Customer Service Representative at 1-800-766-0448, Option #2.



## Text

The Text can be entered for up to three lines. Each line on the Standard Name Applet can contain the following number of characters. (J-1/R-1=12 characters, J-2/R1.5=13, J3/R-2=13, J1Oval=10, J2Oval=10, J3Oval=10)



## Quantity

Enter the number of emblems you would like to produce in the Quantity box at the bottom. The maximum number of emblems that can be entered is 50.

The screenshot shows the 'Emblem's Properties' section with the following settings:

- Size: J-1/R-1
- Perfect Print Fabric Color: F-18 - White
- Font Type: Avalon
- Perfect Print Letter Color: 00 - White

The 'Emblem [ ] Text' section contains:

- Line 1: Mike
- Line 2: Supervisor
- Line 3: (empty)
- Quantity: 6 (highlighted with a red arrow)

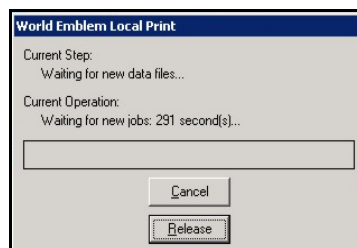
Buttons for 'Add Emblem' and 'Print' are visible at the bottom of the form.

## Add Emblem/Print

When you have finished entering all of the information, click on **Add Emblem**, to enter an additional emblem or **Print**, to print all of the emblems entered.



Click on the **Release** button to send the emblems to the printer or wait until the time expires and the emblems are automatically sent to the printer.



## Advanced Name Applet

### Add Emblem

Click on Add Emblem to create a new emblem.



### Size

The upgraded name applet allows users to specify several different sized emblems. Click on the drop down and choose the emblem size. The following sizes are included **J1 Oval**, **J1/R1**, **J2 Oval**, **J2/R1.5**, **J3 Oval** and **J3/R2**.

 A screenshot of the configuration panels for the emblem applet. The top section is titled "Emblem's Properties" and includes:
 

- Size: J1 Oval (dropdown menu)
- Perfect Print: [ ]
- Fabric Color: White (dropdown menu)
- Font: Avalon (dropdown menu)
- Quantity: [ ]

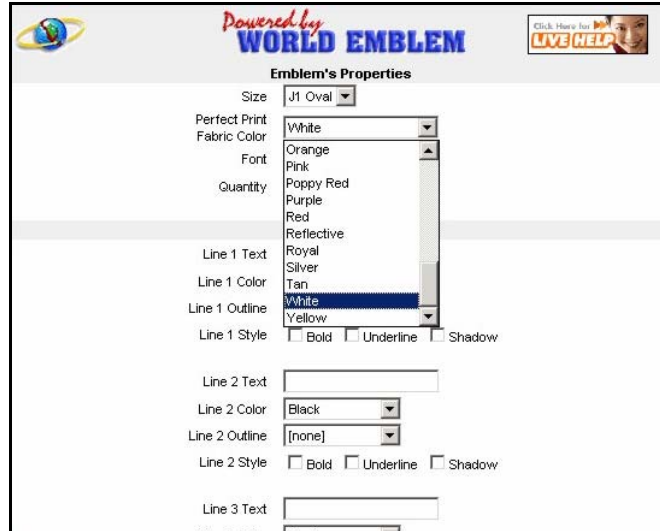
 The bottom section is titled "Text Properties" and includes:
 

- Line 1 Text: [ ]
- Line 1 Color: Black (dropdown menu)
- Line 1 Outline: [none] (dropdown menu)
- Line 1 Style:  Bold  Underline  Shadow

Different sized emblems print on different pages. The system will not combine jobs with different sized emblems, because they use different sized templates.

## Perfect Print Fabric Colors

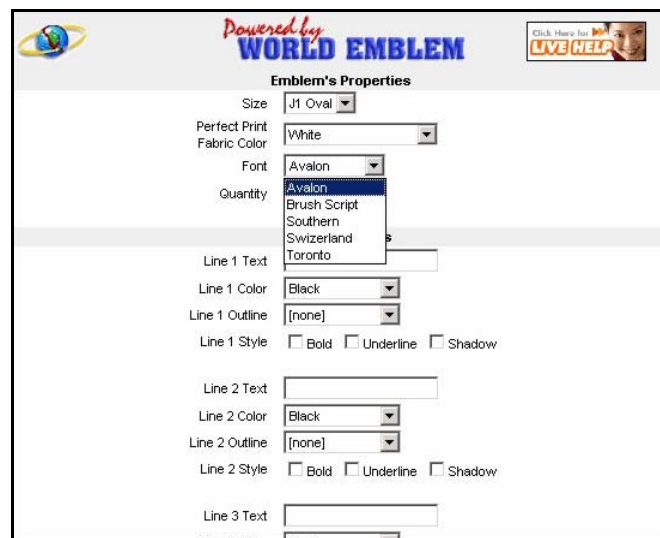
Several of the Perfect Print Fabric Colors are available by clicking on the drop down. Please refer to the Perfect Print Color Chart. Perfect Print Color Charts can be requested through Live Help or a Customer Service Representative at 1-800-766-0448, Option #2.



## Font

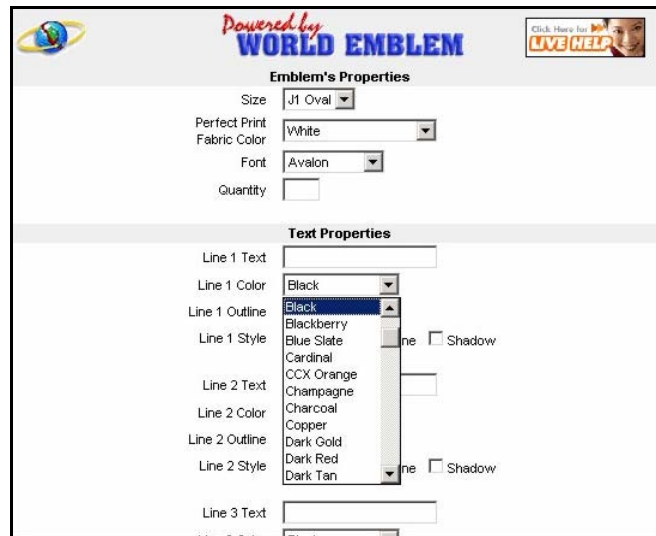
Select the Font Type from the pull down menu. Font choices include Avalon, Brush Script, Southern, Switzerland and Toronto.

\* Each of the three lines can have a different font. Each line can be set up with its own attributes for full customization.



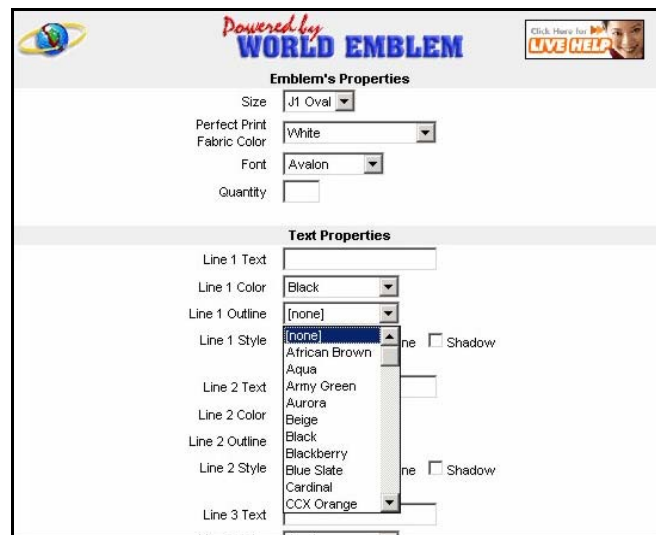
## Line Color

Users are allowed to specify different colors for up to three lines of text per emblem. Line colors are available in all lettering colors. Please refer to the Perfect Print Color Chart. Perfect Print Color Charts can be requested through Live Help or a Customer Service Representative at 1-800-766-0448, Option #2.



## Outline Color

Users are able to specify the outline color of the text. A different outline color can be chosen for each of the three lines of text. Outline colors area available in all letter colors. Please refer to the Perfect Print Color Chart. Perfect Print Color Charts can be requested through Live Help or a Customer Service Representative at 1-800-766-0448, Option #2.



## Style

Users are allowed to select different styles for each line of text including **Bold**, Underline and **Shadow**. Check off each box as shown below.

**Emblem's Properties**

Size: J1 Oval  
Perfect Print: White  
Fabric Color: White  
Font: Avalon  
Quantity:

**Text Properties**

Line 1 Text:   
Line 1 Color: Black  
Line 1 Outline: [none]  
Line 1 Style:  Bold  Underline  Shadow

## Lines

Each line on the Advanced Name Applet can have up to 16 characters of text. The user can specify three lines of text. The Standard Name Applet only allowed for up to 13 characters of text.

## Add Emblem/Print/Edit/Delete

Users can view the following emblems in a specific job. The user has the ability to **Edit** or **Delete** jobs on this screen.

The following emblems are in this job:

#	Size/Layout	Quantity	Line 1
1	J1	5	Mike <a href="#">Edit</a> <a href="#">Delete</a>

www.worldemblem.com

Buttons: Add Emblem, Print



## Name Dropper

Graphic emblems are now capable of supporting the insertion of additional text. The input text will be used to replace an existing, formatted text element in the graphic emblem file. The WELP will look for the formatted text element copy in the text and send the emblem for layout and output.

The process begins when the emblems is in design.  
The user must choose a Format or template upon creating a DR.

Product Requested:	<input type="text" value="Perfect Print"/>	Product Type:	<input type="text" value="Std Perfect Print Emblem"/>
Shape:	<input type="text" value="[select]"/>	Std Size:	<input type="text" value="[select Shape first]"/>

To set up a Perfect Print Name Dropper select the following fields:

**Product Requested:**

- Perfect Print

**Product Type:**

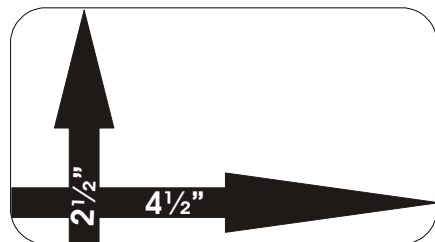
- Perfect Print Name Dropper

**Shape:**

- J-1 (3 5/8" x 1 5/8")
- J-2 (4" x 2")
- J-3(4 1/2" x 2 1/2")

**Std Size:**

- Layout selection for the layout specs. Click on the **std. size** for a display of the size selections.



**J-3**  
4 1/2 x 2 1/2

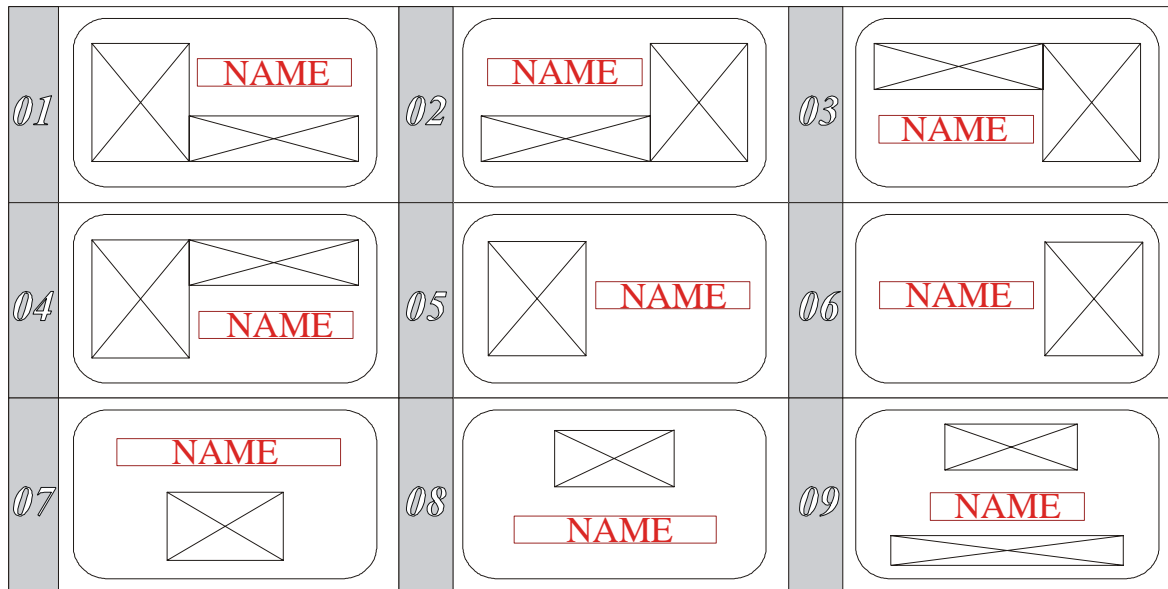


**J-2**  
4 x 2



**J-1**  
3 5/8 x 1 5/8

## Name Dropper Layouts



The **NAME** areas can hold up to 16 characters.  
 The other boxes are for graphics and company names.

## Letter Length Specs

### Name Droppers NP1

<p><b>431981</b>      <b>ND1</b></p>	<p><b>431983</b>      <b>ND2</b></p>
<p><b>431993</b>      <b>ND3</b></p>	<p><b>431994</b>      <b>ND4</b></p>
<p><b>431996</b>      <b>ND5</b></p>	<p><b>431997</b>      <b>ND6</b></p>
<p><b>431998</b>      <b>ND7</b></p>	<p><b>432000</b>      <b>ND8</b></p>
<p><b>432001</b>      <b>ND9</b></p>	

## Name Droppers NP2

The diagram illustrates nine different name dropper configurations, each labeled with a number (432003-432014) and a name dropper identifier (ND1-ND9). Each configuration shows the placement of the World Emblem logo and the 'NAME' field relative to the company name 'WORLD EMBLEM INTERNATIONAL, INC.' Dimensions and font sizes are specified for each element.

- 432003 ND1:** Logo (1 1/4 x 1 1/2) on the left, 'NAME' (2 1/4) in a box above the company name (2 1/4 x 3/8).
- 432004 ND2:** Logo (1 1/4 x 1 1/2) on the right, 'NAME' (2 1/4) in a box above the company name (2 1/4 x 3/8).
- 432006 ND3:** Logo (1 1/4 x 1 1/2) on the right, 'NAME' (2 1/4) in a box to the left of the company name (2 1/4 x 3/8).
- 432007 ND4:** Logo (1 1/4 x 1 1/2) on the left, 'NAME' (2 1/4) in a box to the right of the company name (2 1/4 x 3/8).
- 432008 ND5:** Logo (1 3/16 x 1 3/16) on the left, 'NAME' (2 1/8) in a box to the right of the company name (2 1/8 x 3/8).
- 432009 ND6:** Logo (1 3/16 x 1 3/16) on the right, 'NAME' (2 1/8) in a box to the left of the company name (2 1/8 x 3/8).
- 432011 ND7:** 'NAME' (3 3/8) in a box above the company name (3 3/8 x 1/2).
- 432013 ND8:** Logo (1/2 x 3 3/8) on the left, 'NAME' (3 3/8) in a box to the right of the company name (3 3/8 x 1/2).
- 432014 ND9:** Logo (3 1/4 x 7/16) on the left, 'NAME' (3 1/4) in a box to the right of the company name (3 1/4 x 7/16).

## Name Droppers NP3

**432015**      **ND1**

**432016**      **ND2**

**432017**      **ND3**

**432021**      **ND4**

**432024**      **ND5**

**432029**      **ND6**

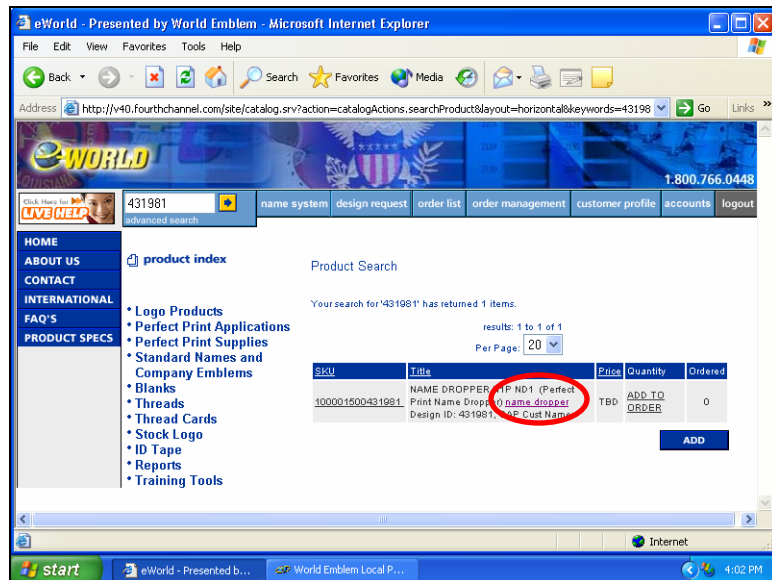
**432031**      **ND7**

**432032**      **ND8**

**432034**      **ND9**

## Printing a Name Dropper

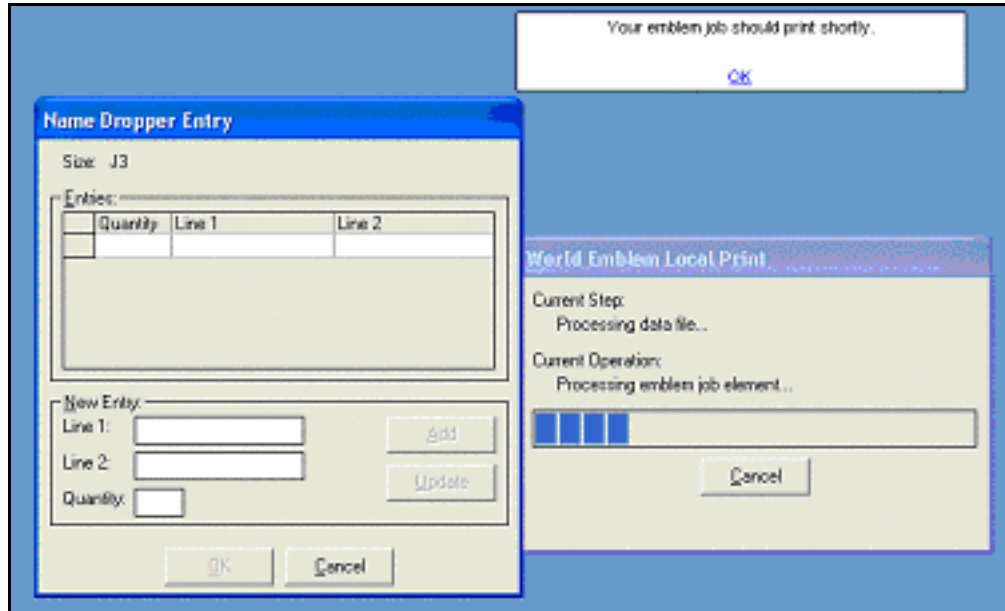
Pull up Name Dropper Emblem and Click on **Name Dropper** link as shown below.



Click on Name Dropper Button.



Enter the two lines of text and the quantity for each Name Dropper emblem.



Users can add different names for the same emblem on the same print.

**Entries:** (This includes all emblems that have been previously added to the queue for printing.)

**Quantity** - shows how many emblems are to be printed.

**Line 1** - Text for Line 1 of the Name Dropper Emblem.

**Line 2** – Text for Line 2 of the Name Dropper Emblem.

**New Entry:** (This is the area where text is added to the name dropper emblems.)

**Line 1** – Enter Text for Line 1 of the Name Dropper emblem.

**Line 2** – Enter Text for Line 2 of the Name Dropper emblem.

**Quantity** – Enter the quantity the user would like to print.

Click on **Add** to add the New Entry. The new entry will now be shown in the top area under Entries.

Quantity	Line 1	Line 2
2	John	Mechanic
1	Mike	Technician
1	Marcel	Help Desk
1	William	Plant Manger

New Entry:

Line 1:

Line 2:

Quantity:

Users can update Entries by clicking on the entry to highlight it, as shown above, and clicking on the **Update** button. Users must enter text in Line 1 to be able to enter text in Line 2.

When finished, click on **OK** to print the Name Dropper emblems.



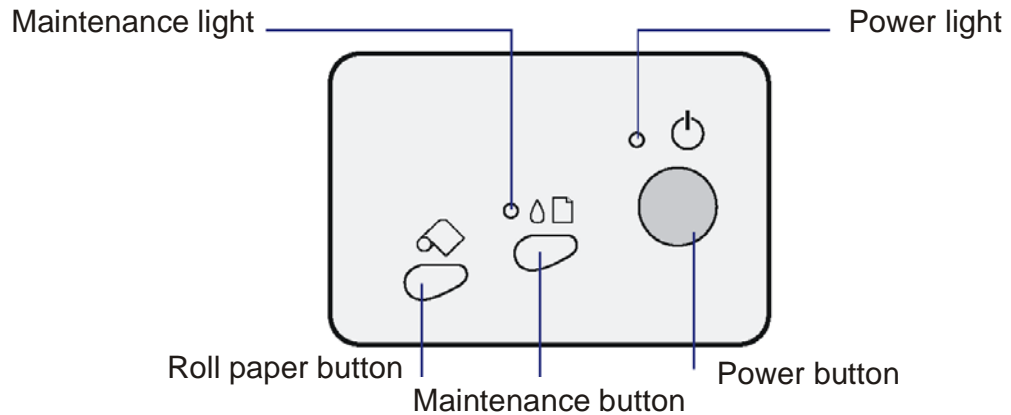
# Troubleshooting












## Printer Problems

<b>Problem</b>	<b>Possible Causes</b>	<b>Resolution</b>
<b>Not Printing</b>	Printer Turned Off	Turn printer on
	Loose Cables	Plug in all cables securely
	Outlet Connected to a Switch	Turn switch on to activate outlet
	Out of Ink	Replace the empty ink cartridge
	Out of Paper	Reload paper into the feeder
	Printer Performing Maintenance	Wait for maintenance to complete
	Printing Paused	Go to Printer Menu and Uncheck Pause Printing
	Printer Set to Work Offline	Go to Printer Menu and Uncheck Work Offline
	WELP Output Printer Incorrect	Go to World Emblem Local Print and select correct printer.
<b>Prints Only ½ Page</b>	Printing Cancelled	Turn printer on
	Printer Set to Work Offline	Go to Printer Menu and Uncheck Work Offline
	Incorrect Printer Settings	Check Paper Size and set to 8 ½ x 14 (See Printer Settings)
<b>4 Emblems Print Properly but 2 Side emblems print vertically.</b>	Error In File	Call WEI to have file corrected & uploaded.
<b>Printout does not match template.</b>	Incorrect Printer Settings	Change settings in Printer Preference (See Printer Settings)
	Improper Paper Feed	Fit paper flush against the two edge guides.
	Template Inaccuracy	Return template to WEI for testing.
<b>No Perfect Print Link Available</b>	Design Not Set Up As Perfect Print	Call WEI to submit a new design request.
	File Error	Call WEI to research the problem.
	User rights issue	You may not have rights to print emblems.

## Printer Warning Lights

Warning Lights Are Useful In Determining The Source of the Problem

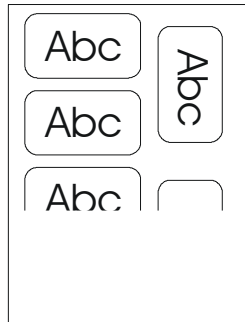


<p> is on or flashes</p>	<p>The power light is on when the printer is ready to print. It flashes when the printer is receiving a print job, charging ink, or cleaning the print head. It also flashes when the print head moves to the ink cartridge replacement position.</p>
<p> and  flash</p>	<p>When both lights flash, one of the ink cartridges is out of ink. To find out which cartridge is low on ink, check the ink status monitor.</p>
<p> and  are on</p>	<p>When both lights are on, one of the ink cartridges is out of ink. Determine which cartridge is empty. Then replace the cartridge.</p>
<p> is off and  is on</p>	<p>Jammed paper may be blocking movement of the print head, or you may have an internal error. Turn off the printer, open the cover, and check for any jammed paper. Also, make sure you removed all the packing material. Then turn the printer back on.</p>
<p> flashes and  is on</p>	<p>Paper is out or loaded incorrectly, or you may have a paper jam. If paper is loaded incorrectly, reload your paper. Then press the maintenance button to turn off the light and resume printing.</p>
<p> and  are off</p>	<p>When both lights are off the printer is not receiving power.</p> <ul style="list-style-type: none"> <li>- Make sure the printer is turned on.</li> <li>- Turn off the printer, plug in power cord securely, and turn printer on.</li> <li>- Make sure the outlet is working and not connected to a switch.</li> </ul>

## Frequently Asked Questions & Answers

**Q:** My printout cuts off some emblems or it only prints half a page? What is the problem?

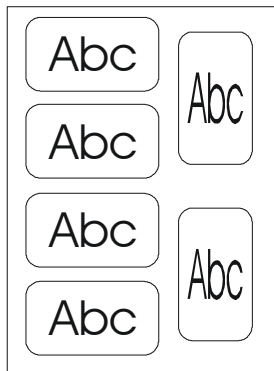
Example:



**A:**  
 Go to START - SETTINGS - PRINTERS AND FAXES.  
 Double click on the Epson 1280 Printer.  
 Go to PRINTER  
 Make sure that the area marked Use Printer Offline is NOT checked or the area marked Pause Printing.  
 If this does not solve your problem and the printer does to continue with pending jobs, Press Cancel all Documents from the same menu and shut off the printer for 15 seconds. If this does not work, make sure you requested the jobs to print to the Epson 1280.

**Q:** I have 4 emblems that print properly but the two side emblems print out vertically? How do I get this fixed?

Example:



**A:**  
 There may be an error in the file you are trying to print, give us a call and we'll be happy to get that taken care of for you in less than 15 minutes.

**Q:** My emblems appear to print correctly, but when I try and press them to the emblem, they don't appear to line up properly.

**A:**  
 Check the paper in the paper feeder tray to make sure it is flush between the two edge guides.

Example:



**Q:** My emblems appear to have some lines running through them. What do I need to do?

Example:

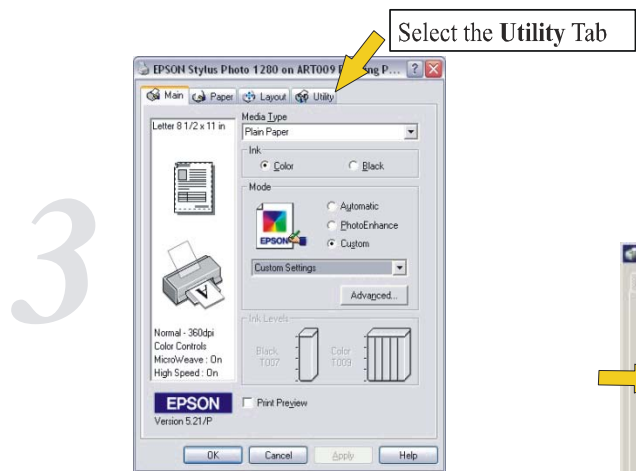
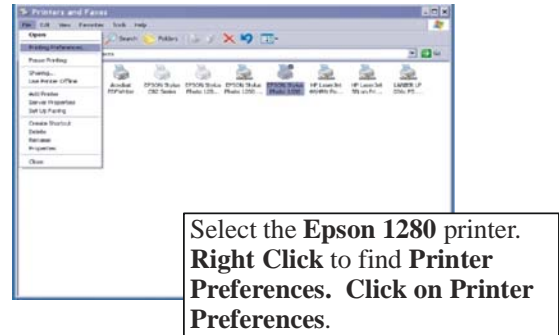
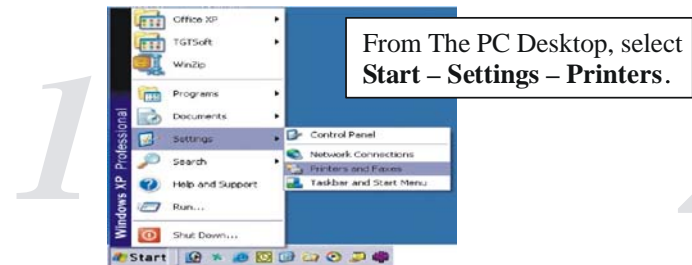


**A:**  
 This problem is referred to as "banding." This problem can be easily fixed by performing a Nozzle Check and Head Clean. You may need to run a head clean more than once to get the proper printout. Until your nozzle check prints out properly, you will continue to have this problem.

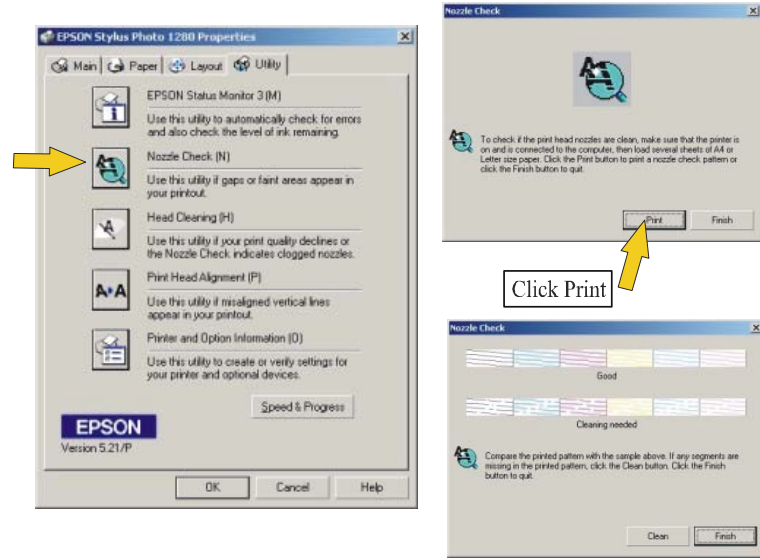
# Maintenance

**Daily:** Nozzle Check

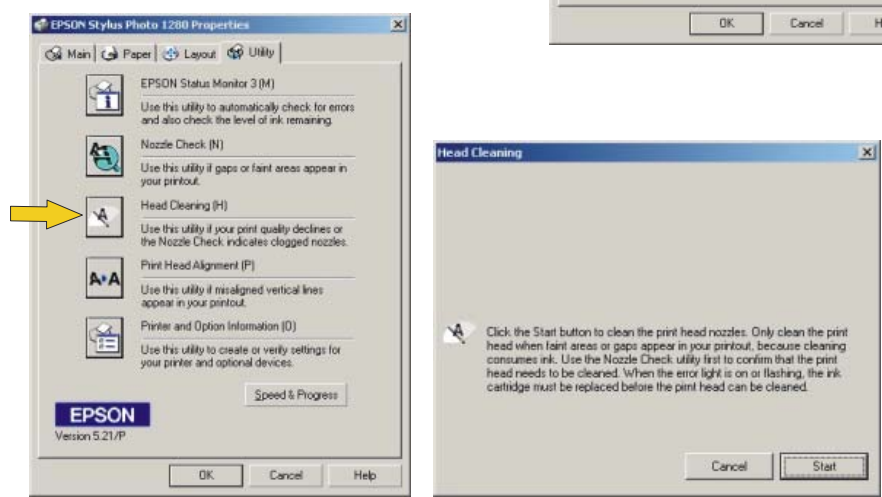
**Weekly:** Head Cleaning



## Nozzle Check Instructions



## Head Clean Instructions



## Glossary

**Advanced Name Applet** – Name Applet with additional features including bold, underline and additional text characters.

**Banding** – When the image appears to have lines running through it.

**Color Profile** - Color instructions for the printer specific to the type of printer and ink combination being used.

**Header** – On the printout includes Emblem size and Design Number

**Extended Header** – On the printout includes Emblem Size, Design Number, Border and Background colors

**Head Cleaning** – Process to Unclog the Nozzles from debris or dried ink.

**Ink Lot #** - Sequence of numbers printed on the ink cartridges to help WEI Identify they type of ink.

**Live Help** – the Live Help button is located in the upper right hand corner of each of the Name Applet screens. By clicking on this button, users can automatically be in touch with an Inside Sales Representative at World Emblem International, who will be able to answer all of your questions and walk you through the process of using WELP Version 5.0.

**Maintenance Button** – The center button on the control panel, used for head cleanings and to feed the paper.

**Name Dropper** – these are emblems that have the capability for graphic emblems to support the insertion of additional text to be placed on top of the emblem.

**Name Dropper Entry Screen** – Screen used to key in the names and qty for the name droppers

**Nozzle Check** – Utility used to check if heads are clogged

**Odd Shaped Emblems** – Non standard size emblems

**Printing Preferences** – Printer setting menu to modify color and paper options.

**Printer Queue** – Listing of Jobs pending for the printer.

**Product Detail Page** – Screen that displays a picture of the emblem prior to printing.

**Release** – the Release button on the WELP configuration allows the user to print earlier than the time submitted on the Rip.

**Rip** – the amount of time the system waits before printing the jobs in the queue. By allowing additional time, the user is allowed to add multiple jobs to the queue. This will allow all of the jobs to be printed at the same time conserving paper.

**Standard Name Applet** – This is the original Name Applet system for creating emblems.

**Timeout** – the amount of time the system will wait for additional jobs to be added to the queue before printing begins. The Timeout must be entered in seconds.

**WELP Configuration Applet** – Screen used to configure options for the WELP.