

# WinTotal v7

## Frequently Asked Questions

**Q: Can I open and use my current WinTotal v4, v5 or v6 files in WinTotal v7?**

A: WinTotal v7 will only open and convert WinTotal v6 .wdfx files. WinTotal v4 users must convert their .set files via WinTotal v5 to .wdf file. The WinTotal v5 .wdf files must be converted to .wdfx files in WinTotal v6 before proceeding to WinTotal v7.

**Q: Can I run both WinTotal v6 and WinTotal v7 at the same time?**

A: No, both applications use the same processes and libraries that cannot be shared.

**Q: I already own an earlier version of WinTotal, how do I upgrade to WinTotal v7?**

A: WinTotal v7 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 v7?**

A: WinTotal v7 is compatible with Microsoft Operating Systems (OS): Windows 10 and Windows Server 2012. WinTotal v7 will run in Windows OS 8.1, 8, 7 (32 or 64 bit) & Windows Server 2008 but TE cannot guarantee future compatibility.

**Q: Will my old printers work with WinTotal v7?**

A: With each successive release of WinTotal, TE has ratified its printer support to reflect the range of printers currently sold by TE. To confirm printer support, contact a TE Identification Solutions technical support representative; see TE document 411-121057 for contact detail for your area, or submit a request email to [ident.tech.support@te.com](mailto:ident.tech.support@te.com).

**Q: Can I move WinTotal v7 from one PC to another?**

A: Yes, if you have purchased a WinTotal-7-Dongle, the software can be installed on multiple computers and the USB dongle inserted into the PC used for printing. If you have purchased a WinTotal-7-End-User-License, 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, contact a TE Identification Solutions technical support representative; see TE document 411-121057 for contact detail for your area, 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 v7 been working for the past 14 days but has now stopped printing?**

A: WinTotal v7 is available, fully functioning, for a 14 day trial period. At the end of the 14 days, WinTotal v7 disables all printing. If you have purchased a serial number license, check you have registered the software correctly. If you have purchased a dongle version, check that the dongle appears as a HID device in the Control Panel/Devices and Printers dialog of the host PC.

**Q: Why does it not print when a print job is sent?**

A: In WinTotal v7/System Setup/Printers, ensure the target printer and port match the printer and port as installed in the Control Panel/Devices and Printers dialog of the host PC.

**Q: Why is the printer selection in WinTotal but is not in the Control Panel/Devices and Printers 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 install and run WinTotal properly the user MUST have full administrator rights.

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

A: Contact a TE Identification Solutions technical support representative; see TE document 411-121057 for contact detail for your area, or submit a request email to [ident.tech.support@te.com](mailto:ident.tech.support@te.com) to request 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-7-Dongle, why does WinTotal fail to open and give me an error message?**

A: The WinTotal v7 USB dongle was possibly inserted into the PC during the software installation and/or a non-local administrator logged in. After a local administrator has logged in, remove the USB dongle and uninstall WinTotal v7. Reinstall WinTotal v7 and then insert the dongle into the PC.

**Q: Can I use my existing WinTotal v4, v5 or v6 .xmt files with WinTotal v7?**

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 v7/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.

**Q: What happens to the support for my old version of WinTotal when Microsoft® ends the life of the Operating System?**

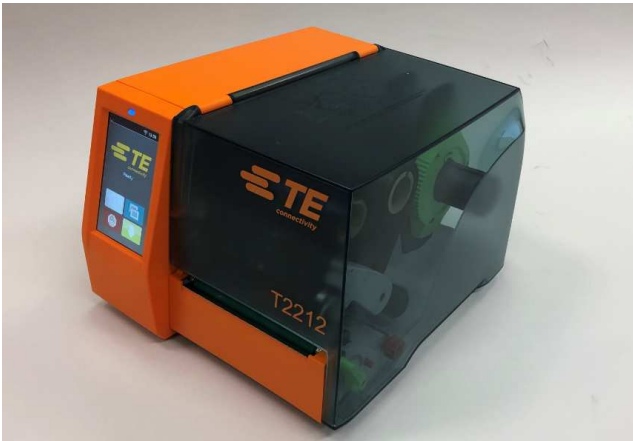
A: It is the intent of TE to support WinTotal for the complete lifecycle of the version. The lifecycle begins when the product is released and ends when support for the host Operating System (as defined in the System Requirements) is ended by Microsoft. Up to this date TE will provide software updates to fix faults and update functionality. Beyond the end of support date TE will continue to provide verbal and e-mail advice to users, but TE will no longer provide fixes or updates and the software registration site may be locked for requests beyond the allocated registration allowance.

**Q: Can I use purchase a printer and WinTotal v7 bundle?**

A: Yes, WinTotal v7 can be purchased, combined with this range of TE printers:

Ordering Description	
T3212-SWARE-PRINTER	1-2186501-1
T3224-SWARE-PRINTER	1-2186503-1
T2212-SWARE-PRINTER	1-2186528-1



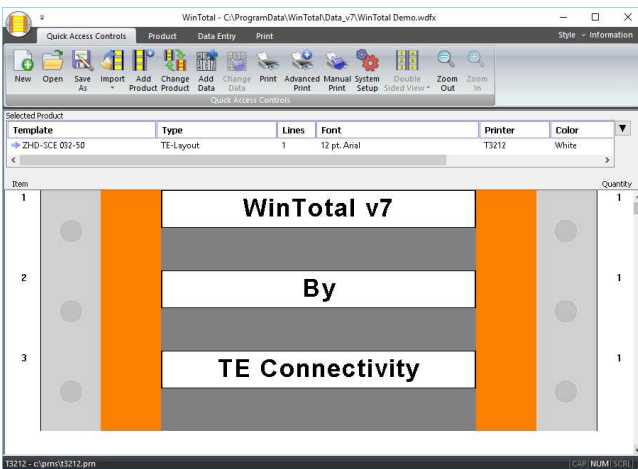


### Printer Information

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-7-DONGLE	1-2186545-1		
WINTOTAL-7-END-USER-LICENCE	1-2186546-1		

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