



DNP

WCM *FLEX*

User Guide

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 - Application version
 - Error Trace
 - Time stamp
- Operating System Information
 - Operating System Name
 - Language
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Contents

Introduction	5
What is the DNP Wireless Connect Module Flex (WCM Flex)?	5
Compatibility	5
Menu Options and Settings	6
Using the WCM Flex	16
(iOS Printing)	
Printing from your iPhone or iPad Using IPP (AirPrint®)	16
(Android Printing)	
Printing from Android Phones and Tablets (Android version 10 and later) (IPP – Internet Printing Protocol)	17
(PC Printing)	
Printing from Windows 10 PCs and Tablets (IPP – Internet Printing Protocol)	18
(Mac Printing)	
Printing from MAC OS	21
WCM Print	23
Printing from Custom Photo Booth Applications	25
Troubleshooting	26
Resetting Your WCM Flex	26
Other System Notes	26

Introduction

What is the DNP Wireless Connect Module Flex (WCM Flex)?

WCM Flex is a licensed software packaged that, when installed on a Raspberry Pi 4 Model B micro computer, allows wireless printing from mobile devices (iPad, iPhone, and Android devices,) Windows PC, and Macs, or by using the direct print web application, WCM Print. For the purposes of this manual, WCM Flex refers to the WCM Flex Software loaded on a Raspberry Pi 4 model B with a WiFi dongle/antenna. The WCM Flex broadcasts its own Wi-Fi network (hotspot) that allows wireless printing and access to the user web portal where device settings and controls can be accessed.

The WCM Flex can also be connected to a local Wi-Fi network. This provides internet access to anyone connected to the hotspot. Also, anyone that is connected to the same local Wi-Fi network is then able to print through the WCM Flex to the connected printers. It is also possible to connect the WCM Flex to a local network with an Ethernet cable which will provide the same functionality as connecting to a local network using Wi-Fi. This is helpful when there is significant Wi-Fi interference.

Up to two DNP photo printers can be connected to the WCM Flex. Connecting two different printer/media combinations can provide a wider range of print sizes or, having two identical printers/media attached can increase the speed of printing and reduce the number of media re-loads.

Compatibility

The WCM Flex supports the Internet Printing Protocol (IPP), which means that for iOS devices it will work with AirPrint®, the standard printing method. The latest versions of Android OS will also print via the WCM Flex using standard print commands.

WCM Flex compatibility includes:

- ❖ iPhones and iPads running iOS version 14 and later
- ❖ Android devices running Android 10 and later
- ❖ Microsoft Windows 10 & 11
- ❖ MacOS version 11.1 and later

NOTE:

IPP is not supported by older Android devices that are version 8.1 and earlier. Users with older devices can still print using the WCM Print function. See “WCM Print” on page 23.

The WCM Flex supports the most popular DNP photo printers, including:


- ❖ DS620A
- ❖ DS820A
- ❖ QW410
- ❖ DS-RX1HS
- ❖ DS40
- ❖ DS80
- ❖

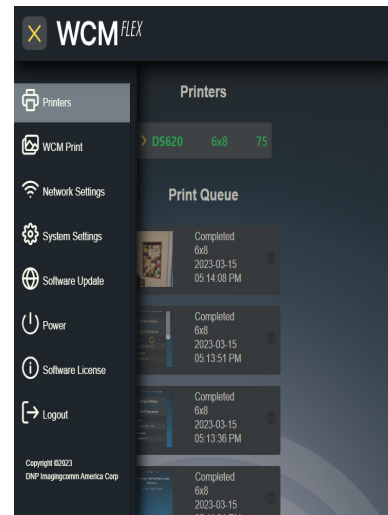
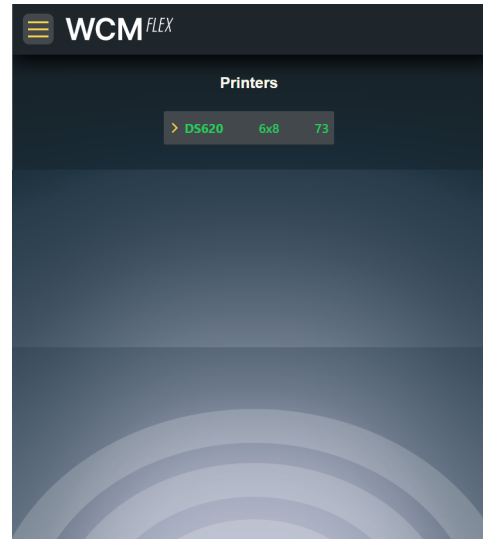
Menu Options and Settings

Connect to the WCM Flex hotspot as shown in the Quick Start instructions.

Open your devices browser and type 192.168.4.1 in the address bar to access the **WCM Portal**.

Main Menu

The main menu can be found by selecting the  icon in the upper left of the screen. There, you will find the following sections: Printers, WCM Print, Network Settings, System Settings, Software Update, Power, Software License, and Logout.

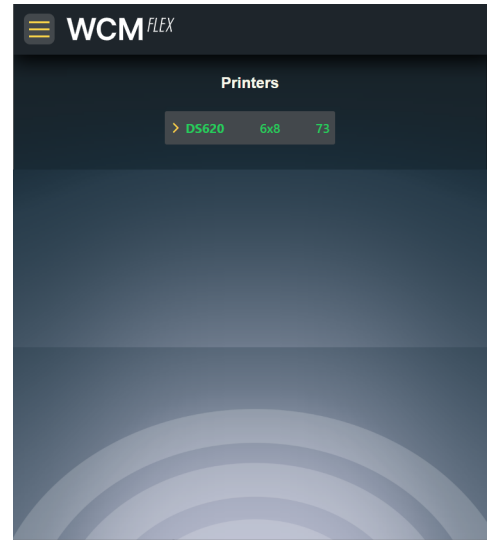


Printers

The **Printers Menu** displays any DNP printer that is connected to the WCM Flex including the media size and number of prints remaining on the ribbon.

The print queue is also displayed and shows the status of printed pictures (Pending, Processing, Printing, and Completed).

Printer-specific settings can be found by selecting a printer. This displays that printer's information (Serial Number, Firmware Version, and Printer Status) and the menu items for Printer Settings, and Print Test Page.



Printer Settings

Printer Settings is where you can access information about the ICM (Color) Profiles, finish type, and available print sizes.

ICM Profile

These are based on regional preferences or media type. A description of ICM Profiles is included in "Other System Notes" on page 26.

Finish Type

Allows you to select the preferred surface finish for the printed pictures.

- ❖ Glossy
- ❖ Matte
- ❖ Luster
- ❖ Fine Matte

*Note:
Not all finishes are supported on all DNP printers.*

Print Sizes

Shows all of the available print sizes and cuts for each DNP printer/media combination that is connected to the WCM Flex. The print sizes that are checked are available for use. By default, only the most common print sizes are selected.

Network Settings

Contains Hotspot Settings, Wi-Fi Settings and Ethernet Connection information.



Hotspot Settings

Hotspot settings shows the Hotspot SSID (network name) and password. Both the Hotspot SSID and password are case sensitive.

The default SSID is **DNPWCM-xxx**, where -xxx is a unique identifier for the WCM Flex unit.

The default password is **dnp12345**

The Hotspot SSID and/or the password can be changed. Passwords must be at least 8 characters.

Once the custom SSID or password is entered, tap **Set**.

NOTE:

If the custom SSID name or password is lost, tap **Reset user name and password** on the login page to reset them to their default settings.

The connection to the Hotspot will have to be re-established using the new SSID and password.

Print QR Code prints a QR code, without the printer info that is included on the test print, that can be scanned by mobile devices to quickly and easily connect to the Hotspot. To use the QR code, simply open the camera on your device and aim it at the QR code. If your device is a later model, a notification stating “Join <network name> Network” will appear and tapping the notification will connect you to the hotspot.

NOTE:

If you need a stronger hotspot signal, the Comfast WiFi dongle on the WCM Flex may be removed and replaced with a WiFi antenna such as the TP-Link Archer T3U Plus. DNP does not supply or warrant 3rd party antennas, but the feature was tested with a TP-Link Archer T3U Plus.



ATTENTION:

If you have a device that does not support the QR code scanning function, a QR code app will be needed to perform this function.

Wi-Fi Connection

Allows a connection to a local Wi-Fi network for internet access when your device is connected to the Hotspot. It also makes IPP (AirPrint®) possible for all devices connected to the same network.

The pull-down under Wi-Fi will display the available local networks. Select the desired network, enter the password for that network, and tap **Join**. Once the connection has been established the IP address will be displayed for the Wi-Fi network.

Attention:
Wi-Fi networks that do not have a password, but require an agreement page cannot be used with the WCM Flex.



Ethernet Connection

If an Ethernet cable is plugged into the WCM Flex the IP address will be displayed in the **Ethernet Connection** pull-down. An Ethernet will often increase processing speeds and can eliminate interference on Wi-Fi channels.

Devices will be able to see available printers if the Ethernet is the same as the Wi-Fi network the devices are connected to.



System Settings

System Settings contains settings for Logins, WCM Print Configuration, Date/Time Settings, System Info, Settings (general), Logging and Factor Reset.



Login

The **Login** section allows the administrator to set password protection for all the WCM Flex portal and admin settings.

To set password protection, check the box next to **Password Protection**. This will open **Username** and **Password** fields.

Defaults

- ◆ Username (case sensitive) = **dnpwcm**
- ◆ Password (case sensitive) = **password**

Both the **username** and **password** are case sensitive and can be customized.

NOTE:

If the custom SSID name or password is lost, tap **Reset user name and password** on the login page to reset them to their default settings.



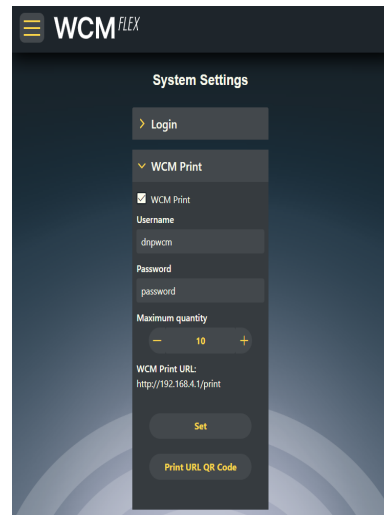
WCM Print

WCM Print is an alternative printing method to AirPrint®.

WCM Print is the page users can go to for printing, and it can be accessed through the user portal.

To activate a unique web page for WCM Print, go to **System Settings / WCM Print** and check the box next to WCM Print.

Note:
Activation of WCM Print requires password protection for WCM Flex. This is to prevent event guests from accessing the administrative controls.



Defaults

- ◆ Username (case sensitive)= **dnpwcm**
- ◆ Password (case sensitive) = **password**

Both the **username** and **password** are case sensitive and can be customized.

Maximum Quantity

Maximum Quality allows administrative control over the number of copies that can be made for each print. The default quantity is **10** and can be changed as necessary.

Note:
Guests must be connected to the hotspot, it is not available over the local network connection.

Once WCM Print has been turned on, WCM Print will be included on the main menu. The guest web address is

<http://192.168.4.1/print> and a QR code can be printed from the **Settings/WCM Print** page.

The guest web address lets the WCM Print function be used by anyone connected to the hotspot without the ability to access the admin controls. The admin can access WCM Print from the main menu and still maintain access to the other settings.



Date/Time Settings

Date and Time settings are set by default to Eastern Standard Time. The WCM Flex does not maintain date and time settings when power is removed. There are no functional requirements for date and time, however it is helpful for troubleshooting purposes when reviewing system logs.

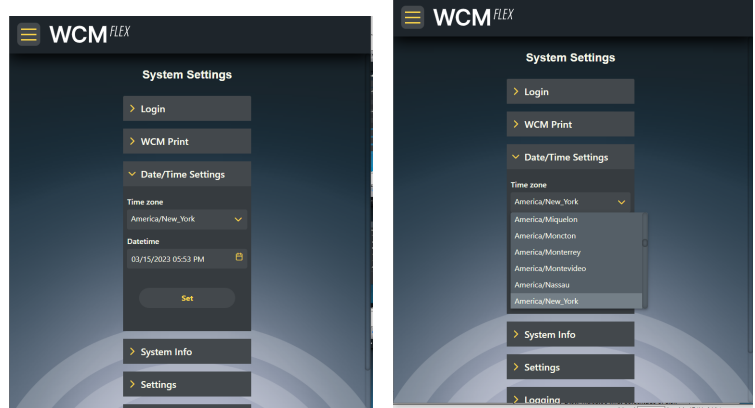
Time Zone and Date/Time settings can be set at the beginning of each session if desired.

Time Zone

The time zone settings can be changed to indicate region and city that correlates with the desired time zone.

Date/Time

Date/Time settings can be changed to the correct or desired date and time.



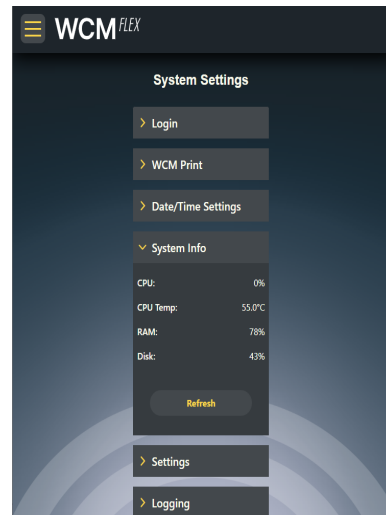
System Info

System Info provides analytical information about the performance of the WCM Flex.

This information includes:

- ❖ **CPU:** Indicates what percentage of the CPU is being used.
- ❖ **CPU Temp:** Is the temperature the CPU is operating at.
- ❖ **RAM:** Indicates what percentage of memory is being used.
- ❖ **Disk:** Indicates what percentage of disk space is being used.

The refresh rate for system info is every 20 seconds. To force a refresh of the system info tap **Refresh**.



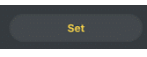
Settings


The settings menu controls the welcome page, unit of measure for print sizes, and a reset option to restore default settings.

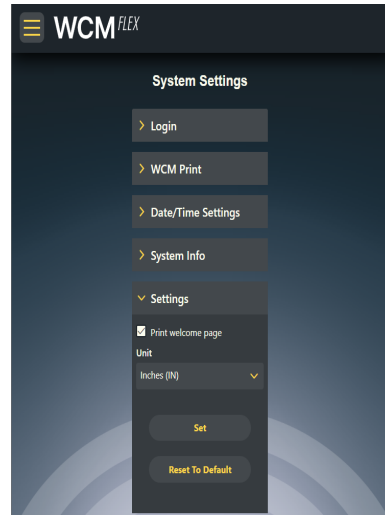
The welcome page is printed when the WCM Flex has completed initialization and is ready to use.

Print Welcome Page is checked by default. This setting may be turned off by unchecking the box.

Unit allows the displayed print sizes to be shown in centimeters or inches. Inches are the default setting. To change the setting, tap the pull-down and select **Centimeters** (cm)

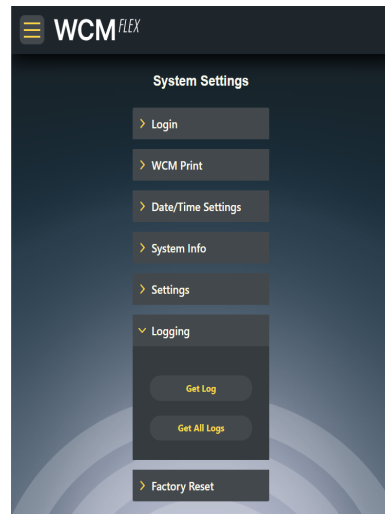
Tap  to save your changes.

To restore all default settings tap . This will restore all customizations to the factory default settings, including hotspot changes, unit of measure changes, welcome page changes, and others.



Logging

System logs can be accessed by tapping **Get Log**. This information can be helpful for troubleshooting purposes.



Factory Reset

The WCM Flex device can be reset to its initial factory settings. Factory reset applies a fresh copy of the software on the WCM Flex device.

By resetting your device back to its original factory settings, any previous changes made to the device (i.e., added printers, print sizes, passwords, etc.) will be removed, and the original device settings will be restored.

Select **Factory Reset**. Tap the **Factory Reset** button. The reset process can take several minutes. Once complete, a startup print will be made to indicate the process is complete.



Software Update

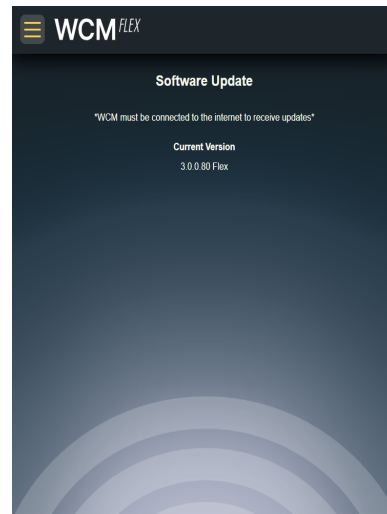
Software updates are periodically made available.

If your WCM Flex is connected to a local network, either by Wi-Fi or by Ethernet, a notification will appear in the main menu indicating an update is available.

Select **Software Update** to check the current version of software and, if an update is available, the latest version will also be shown.

Tap **Update** to install the update. You will receive a notification to refresh the screen after several minutes when the update is complete.

A welcome page will also print after the update is complete provided the welcome page has not been turned off.

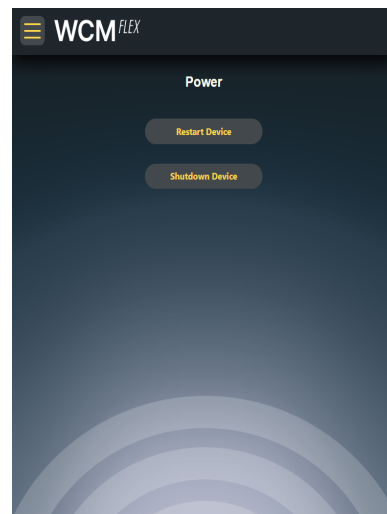


Power

The **Power** menu provides a method to either restart or shutdown the WCM Flex.

If the device seems to be stuck or not responding to input, restarting the device may clear any issues. Tap **Restart Device** and allow a few minutes for the WCM Flex to restart and initialize.

Tap **Shutdown Device** for a controlled method to turn off the WCM Flex. The shutdown process will take approximately 60 seconds.



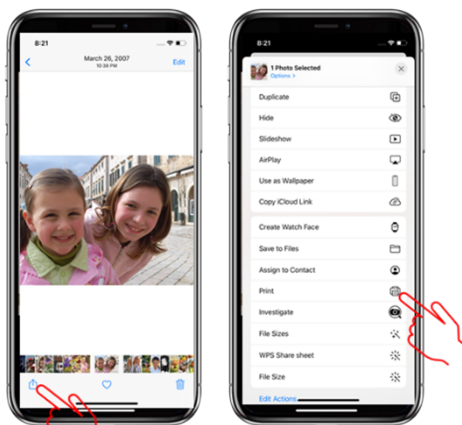
Using the WCM Flex

(iOS Printing) Printing from your iPhone or iPad Using IPP (AirPrint®)

The WCM Flex works with Apple AirPrint®. When you connect your iPhone® or iPad® to the WCM Flex network, each printer name (or printer instance) is shown in the standard iOS print menu. Printer names are displayed as **printer-print size** (example: **QW410-4x6**) and are available with any photo app that supports the *Print* command.

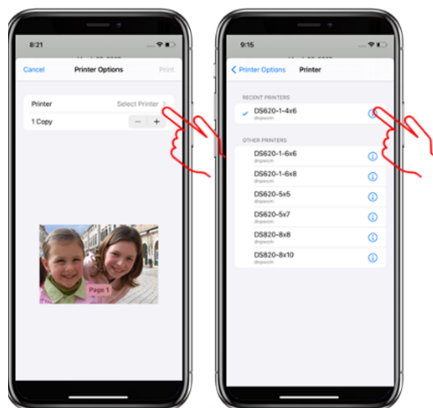
Print functions are available if the iOS device has been connected to the WCM Flex Hotspot, if the WCM Flex has been connected to the same local Wi-Fi network the iOS device is connected to, or if the WCM Flex is connected by Ethernet to the same network as the Wi-Fi network the iOS device is connected to. See “Network Settings” on page 8.

Select your Image



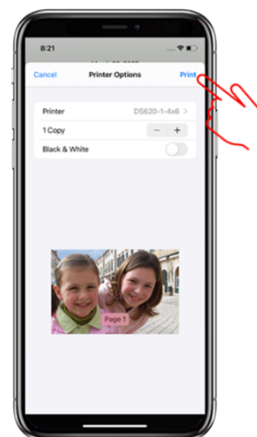
Select a picture from your photo gallery, tap the share icon to access the print menu, scroll down and tap **Print**.

Choose your Printer



Tap **Select Printer** and select the print size you would like. The print size is shown after the printer type. Example: **DS620-5x7**

Print your Image



Tap the **Print** icon. The printer will start in a few seconds and print your photo.

Note:

Print times may vary due to the size of the picture file, Wi-Fi interference, and various other factors.

ATTENTION:

Some photo apps use their own custom sharing menu that does not include a print button. Tapping the **More** button often gives the standard menu shown above (center).

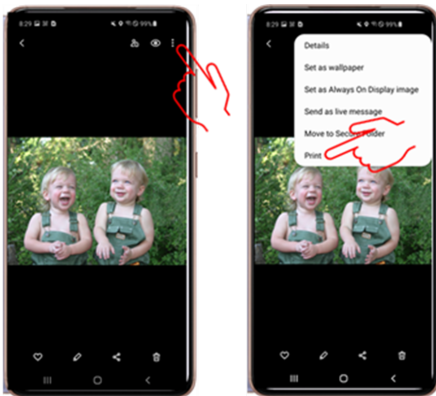
(Android Printing) Printing from Android Phones and Tablets (Android version 10 and later) (IPP – Internet Printing Protocol)

The WCM Flex supports the Internet Printing Protocol, which allows it to work with recent Android devices (those running Android version 9 and later.)

When you connect your Android Phone or Tablet to the WCM Flex network, each printer name (or printer instance) is shown in the standard print menu. Printer names are displayed as **printer-print size** (example: **QW410-4x6**) and are available with any photo app that supports the *Print* command.

Print functions are available if the Android device has been connected to the WCM Flex Hotspot, if the WCM Flex has been connected to the same local Wi-Fi network the Android device is connected to, or if the WCM Flex is connected by Ethernet to the same network as the Wi-Fi network the Android device is connected to. See “Network Settings” on page 8.

Select your Image



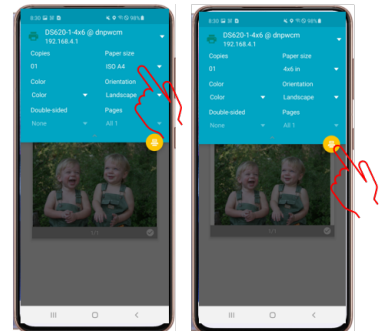
Select a picture from your photo gallery, tap the 3 dots to access the **Print** menu, and tap **Print**.

Choose your Printer



Tap the printer pulldown, tap **All printers**, and select the print size you would like. The print size is shown after the printer type.
Example: DS620-**5x7**@dnpwcm

Print your Image



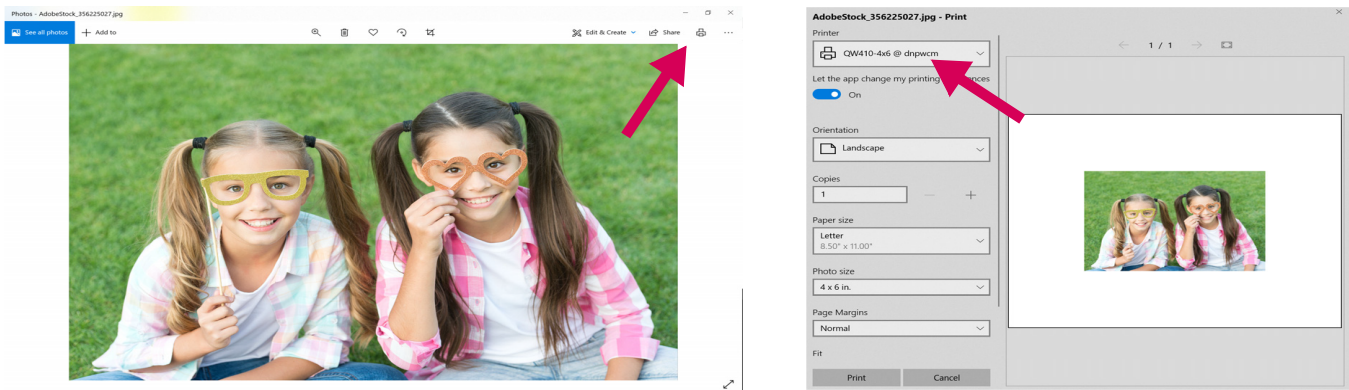
Tap the paper size pulldown, select **Letter**, and tap the **Print** icon. The printer will start in a few seconds and print your photo.

Note:
If the actual paper size is not available, select **Letter**.

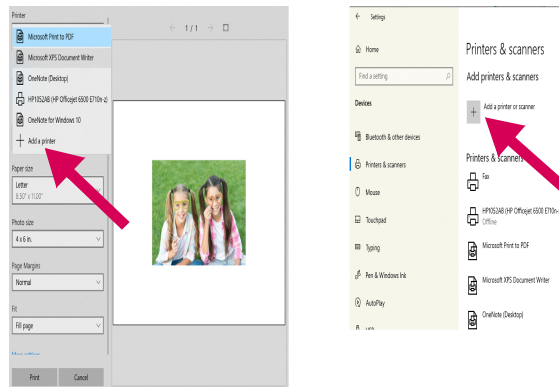
(PC Printing) Printing from Windows 10 PCs and Tablets (IPP – Internet Printing Protocol)

The WCM Flex supports the Internet Printing Protocol, which allows it to work with the Windows 10 printing system. Before printing, you must set up your printers on the PC.

1. Connect to the **WCM Flex Hotspot**.
2. Open a photo on your Windows PC or tablet and click on the **print icon**. Click the pull-down for the **Printer** and select the **desired printer**.

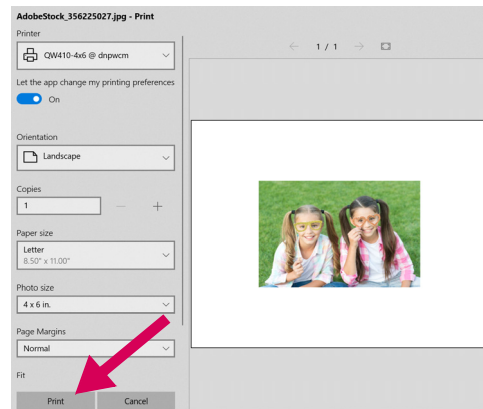


3. If the desired printer is not shown, you will need to add the printer. Click on **+ Add a Printer** to open **Printers & Scanners**. Click **+ Add a printer or scanner**.

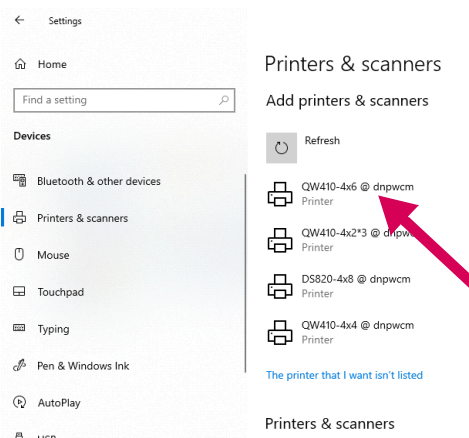


4. Select your **DNP Printer** from the listed printers. Click **OK** to add the printer.

5. Click **Print** (WCM Flex printers have the following naming format **Printer-print size @ dnpwcm**).



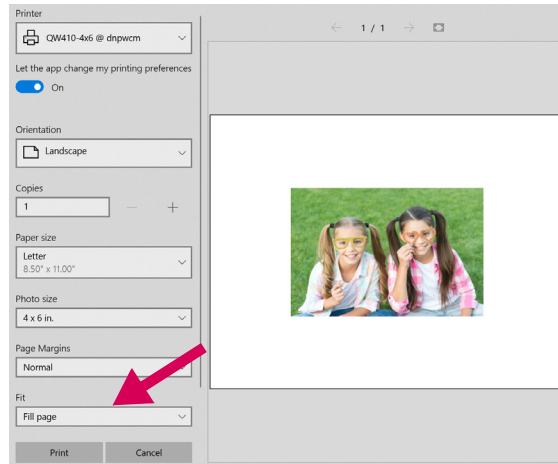
6. Select the printer-media size you want to add and click **Add device**.



You can return to the print dialog and print to the WCM Flex printer.

7. Print size is established when a printer instance is set up in the WCM Portal and will override paper size in print settings.

If the picture aspect ratio does not match the print size (ex. 6x8 print size and the aspect is 16:9 aspect), the fit of the print may not match the print size and a white border may appear on the print. If Fit is set to **Fill Page**, the WCM Flex will center crop the image to ensure no white borders are visible, but portions of the photo may be cropped out. The best solution is to open the image in Photos, select the crop icon and set the Aspect Ratio to match the print size set up in the WCM Flex.



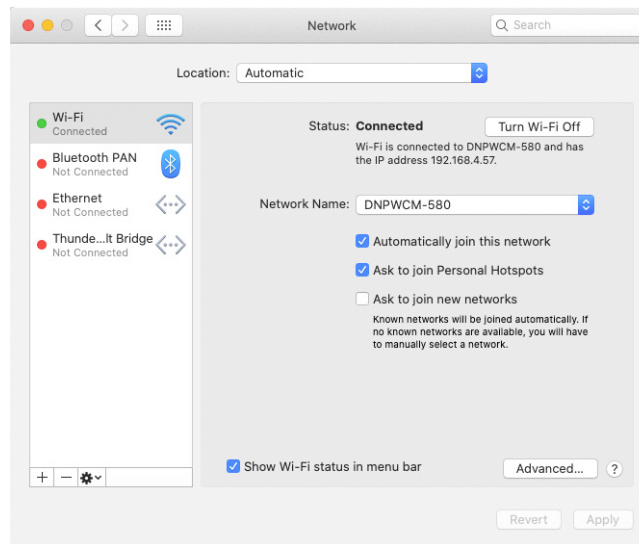
8. Popular print size aspect ratios:

- ❖ $4 \times 6 = 3:2$
- ❖ $6 \times 8 = 4:3$
- ❖ $5 \times 7 = 7:5$
- ❖ $4.5 \times 8 = 16:9$

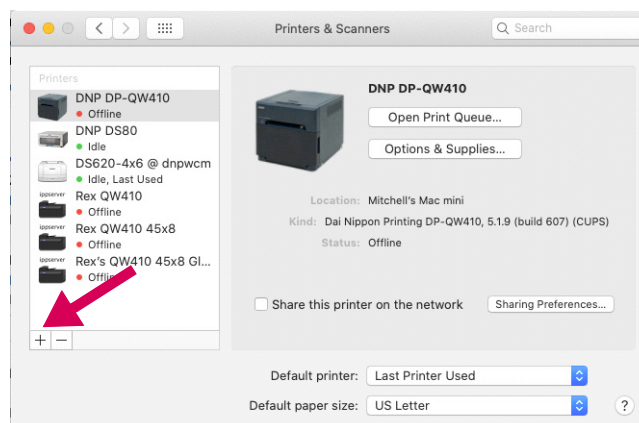
(Mac Printing) Printing from MAC OS

The WCM Flex works with AirPrint®, which allows it to work with the Mac printing system.

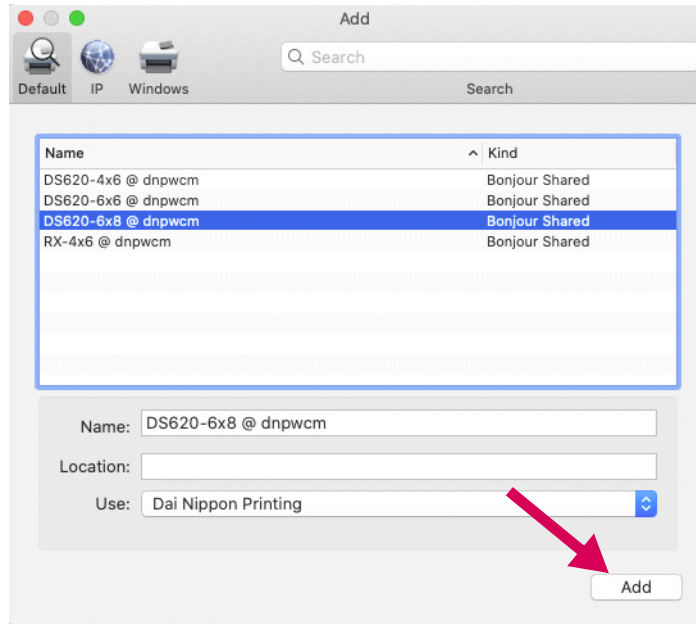
1. Go into **Settings** and select **Network**.
2. Connect to the WCM Flex Hotspot.



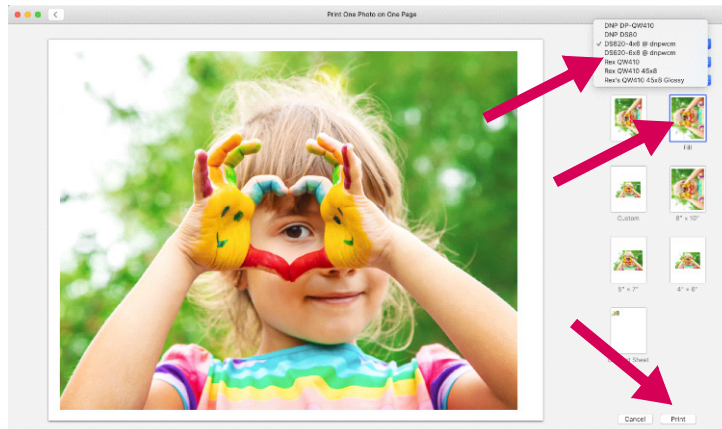
3. To add a printer, go back to **Settings** and select **Printers & Scanners**.
4. Click the **+** to see available printers.



- 5. Select the desired printer. Click **Add** to add the printer.



- 6. Open a photo on your Mac. Click the pull-down for **Printer**, select the desired printer and choose **Fill** in the layout section, and click **Print** (WCM Flex printers have the following naming format **Printer-print size @ dnpwcm**).



- 7. On the Mac print dialog, choose the **number of copies** and click **Print**.


WCM Print

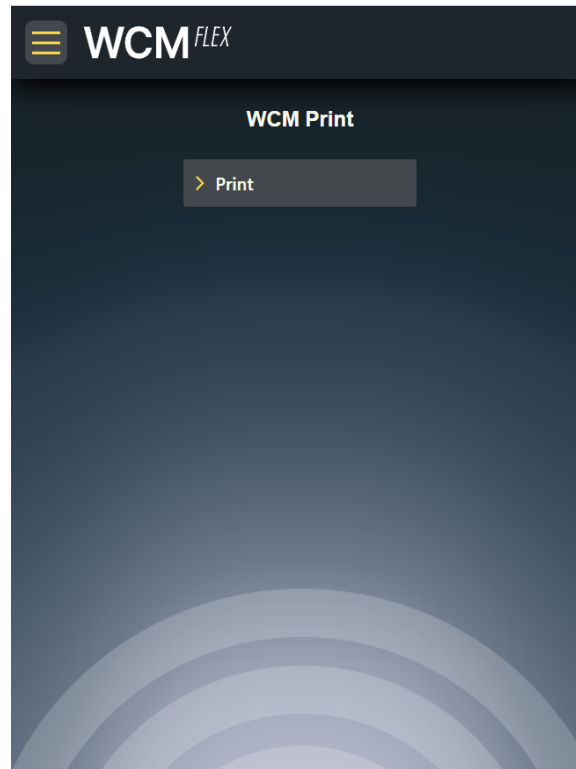
WCM Print provides direct printing capability without using IPP (AirPrint®). WCM Print is accessed through the web portal and allows you to directly select the pictures you would like to print.

Administrative controls are accessed from the main menu in the WCM Flex Portal. From the main menu, select **System Settings** and **WCM Print**.

Set up the WCM Print function as shown in “WCM Print” on page 12.

Once the WCM Print function has been enabled it can be accessed from WCM Print (now displayed in the main menu) or type 192.168.4.1/print in the browser address bar. A QR code can also be printed from the administrative controls page.

1. From the **WCM Print** page, tap or click on .



2. Select the desired **print size** (only one size can be selected at a time).



3. Select **Quantity** to set the number of copies that are made for each selected picture (the maximum quantity can be set in the administration page).
4. Tap or click **Select Images** to choose the pictures to be printed.



5. You can select a photo from the photo library on your device, take a picture, or browse for an image.

6. Select the pictures to be printed and tap or click **Add**. Your pictures will start printing shortly.



Printing from Custom Photo Booth Applications

Because the WCM Flex supports standard printing methods in iPad, Android, PC and Mac environments, photo booth applications from many publishers will work with the WCM Flex to print photos. Some applications that have been tested* include:

- ❖ Curator PixBooth 2
- ❖ Luma Booth
- ❖ Simple Booth Halo
- ❖ Simple Booth Halo 2
- ❖ SnapPic Booth
- ❖ Salsa Booth
- ❖ Photo Media Booth
- ❖ Babeland Photo
- ❖ Mini Photo Booth
- ❖ Darkroom Booth for iPad

* Testing was done by 3rd parties and reported to DNP. DNP is not responsible for applications that do not work correctly with the WCM Flex.

Troubleshooting

Resetting Your WCM Flex

There may be times when it is necessary to clear a problem print or other possible system errors. There are two options to do this:

1. Sometimes power cycling the printer may clear a problem. To do so, simply turn **OFF** the printer for several seconds and turn it back on. If that doesn't clear the issue continue to the next option.
2. Power reset - shut down the WCM Flex (in the WCM Portal), unplug the WCM, then plug the WCM Flex in again. If you cannot connect with the WCM Portal, simply unplug the unit, wait 10 seconds and plug the WCM Flex in again.

Other System Notes

AirPrint

The WCM Flex portal needs to allow enough time to detect changes to printers, such as media changes. The WCM Flex will auto-refresh every 20 seconds, but can be manually refreshed as needed. If the WCM Flex does not recognize a change it could result in a failure to print.

Print Speed

If two printers are used with the same size media, it does not improve print speed. This limitation is with the hardware.

Print Service Plug-ins

Print server plug-ins like Samsung Print Service or HP Print Service interfere with the WCM Flex. Un-installing these apps will allow the WCM Flex to work properly.

White Edges on Prints from Android

In some cases Android devices print pictures with white edges. Selecting **letter** for the page size instead of **A4** seems to correct this issue and results in the image being center cropped.

Windows Printer Can't be Added

In some cases the available printer/print size does not show as an available printer that can be added. Windows only displays 3 printers at a time, so after a printer is added, another will be displayed if available. If multiple printers are being used, it may help to turn one printer off.

ICM Profiles

ICM profiles are unique to each printer and media combination. In general, color preferences lean toward green in European countries and toward red in the Americas. ICM profiles have been established to reflect those trends. In some cases the profile fulfills the preferences globally and a global default has been established. Profiles have also been established for DNP Luxury media to emphasize the softness found in the Silver Pearl media and the vibrance in the Metallic media. Metallic Vivid maximizes color saturation.

Contact Us

If you have questions, need help with something, want to place an order, or just need to speak with a representative, please contact our technical support line at: 1-855-367-7604

You can also check our website for helpful tips and answers to most of your questions: www.dnpphoto.com



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