

# READ ME FIRST

## Product Installation Instructions

(For use with TROY MICR / IRD 2420, 2430, 4250, 4350, and 9050 Security Printing Solutions)

### Introduction

Your TROY Security Printing Solution offers value-added functionality and the flexibility to integrate smoothly with your check-printing system. Use the **TROY Security Printing Solutions** CD to install the necessary Hewlett-Packard LaserJet printer drivers and TROY support files. To ensure successful software installation, perform the following steps in sequential order. The documentation and installation files contained on the **TROY Security Printing Solutions** CD will be needed in the event that your TROY Security Printing Solution is reinstalled in a new location or after service has been performed. In order to best install and setup your new TROY product, use this **Quick-Start Guide** and the Hewlett-Packard **Getting Started Guide**.

### Package Contents

- TROY Security Printing Solutions CD
- TROY Security Printing Solutions Information Sheet
- TROY Software License Agreement
- TROY MICR Document Template
- TROY Security Printing Solutions User's Guide (provided in PDF format on the CD)
- TROY MICR Basics Handbook (provided in PDF format on the CD)
- TROY Security Printing Solutions Quick-Start Guide (this document)

**IMPORTANT:** If you purchased a TROY Font Memory Card Kit, please refer to the TROY Font Card Installation Guide provided with the TROY product to install the font card into your Hewlett-Packard LaserJet printer **before** proceeding with these setup instructions. After the font card has been installed in your printer, proceed to Step #2 in this document to install the required TROY support files. In addition, a MICR toner cartridge must also be installed in your printer to print MICR documents using the TROY Font Card Solution.

## STEP 1: Unpack / Setup the TROY Security Printing Solutions Printer

1. Follow ONLY the unpacking and setup procedures described in the Hewlett-Packard **Getting Started Guide** (supplied in this startup package for TROY Security Printing Solutions printers only), and then proceed to step #2 to install the appropriate PCL 5e printer driver provided on the **TROY Security Printing Solutions** CD. Do NOT use the Hewlett-Packard CD to install the printer software for this installation process.
2. Be sure to install the TROY MICR toner cartridge (supplied with TROY Security Printing Solutions printers only) in the same manner as described for the standard toner cartridge. The TROY MICR toner cartridge must be installed in your TROY printer or Hewlett-Packard printer to print MICR documents.

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## STEP 2: Install the HP PCL 5e Printer Driver for Microsoft® Windows™

**IMPORTANT:** Use only the *TROY Security Printing Solutions* CD to install the Hewlett-Packard PCL 5e printer driver designated for your Hewlett-Packard or TROY printer. Some of the steps listed below and/or software screens may differ slightly in appearance depending on your operating system.

**IMPORTANT:** If connecting a TROY printer to a print server, load and configure the TROY printer driver on the print server only. Do not load the printer driver on the local workstation(s). Load only the screen fonts on local workstation(s), and then “Connect” to the TROY printer attached to the print server.

1. Close all applications before installing the HP PCL 5e printer driver.
2. Insert the *TROY Security Printing Solutions* CD into your computer CD drive.
3. Before beginning the installation process, you will need to know the operating system you are using on your computer. If you already know the operating system you are using, proceed directly to step #4. If you are not sure, right-click on *My Computer* (located on the Windows desktop), and then click on *Properties* to view the type of operating system installed on your computer.
4. From the *Start* menu, click on *Settings*, and then click on *Printers*.
5. Double-click on *Add Printer*, click on *Next*, choose *Local Printer*, and then click on *Next*. If you are using Windows 2000/XP, skip down to Step 12, and then proceed with Steps 6 through 11.
6. From the *Add Printer Wizard* window, click on *Have Disk*.
7. From the *Install From Disk* window, click on *Browse*.
8. From the *Open* window, click on the down-arrow in the *Drives* box to select the CD-ROM drive on your computer.
9. Double-click on the appropriate folder for the operating system you are using (e.g., Win98, etc.).
10. Double-click on the appropriate subfolder for the model printer you are using (e.g., 4250, 9050). If applicable for your model of printer, be sure to select either the USB or standard parallel (LPT1) printer. Click on *OK* to close the *Open* window, and then click on *OK* to close the *Install From Disk* window.

**IMPORTANT:** All TROY IRD printers must use the 4300 printer driver, regardless of your printer model.

11. Select the appropriate printer driver for your printer model, and then click on *Next* to continue the driver installation. You will be given the choice to either replace or keep the existing driver. It is recommended that you always replace the existing driver. Click on *Next* to continue. If you are using Windows 2000/XP, skip down to Step 13.
12. Select the appropriate printer port from the displayed list (usually LPT1), and then click on *Next* to continue. If you are using Windows 2000/XP, go back and perform Steps 6 through 11 to complete the driver installation. Otherwise, for Windows 98SE/ME operating systems, the printer name will be highlighted.
13. For easy printer identification, it is recommended that you change the highlighted Hewlett-Packard printer name to the name of the TROY printer you are installing (e.g., *TROY MICR 4250 Secure EX Printer*) by typing over the highlighted printer name. If you want to use this printer as your default printer, be sure to select this printer as the default printer. If you are using Windows 2000/XP, choose to either share or not share your printer over the network.
14. Click on *Yes* to print a test page to verify that your printer driver was installed correctly, and then click on *Next* to continue.
15. Click on *Finish* to complete the installation. The printer driver installation will proceed automatically and add the printer icon to the printer folder.

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## STEP 3: Install the TROY Support Files for Microsoft® Windows™

**NOTE:** The Hewlett-Packard PCL 5e printer driver must be installed on the host computer prior to loading the TROY support files (refer to STEP 2 on the previous page).

The TROY metrics file contains the required escape sequences that are used to “call” the TROY security and/or barcode fonts installed in the TROY Security Printing Solution (via the TROY Memory Card). When properly installed, the TROY metrics file will be associated with the PCL 5e printer driver used by your TROY printer to enable printing of the actual fonts installed in the printer. By associating the metrics file with the printer driver, the TROY TrueType screen fonts will be automatically replaced with the actual TROY fonts at print time. If the TROY metrics file is not properly installed, then the TROY TrueType screen fonts will print instead of the actual TROY installed printer fonts.

### Install the TROY Metrics File for Windows™ 98SE, ME Operating Systems

1. Close all applications before installing the TROY Font support files.
2. Insert the *TROY Security Printing Solutions* CD into your computer CD-ROM drive.
3. From the Microsoft Windows *Start* menu, click on *Settings*, and then click on *Printers*.
4. Right-click on your TROY Security Printing Solution icon, and then click on *Properties* from the pull-down menu. If multiple printers are installed, make sure the correct printer icon is selected that corresponds to your TROY Security Printing Solutions printer.
5. Click on the *Configure* tab located at the top of the *Properties* window.
6. Within the *Other Options* category, click on the *More* button. Some printer driver versions may not display the *Other Options* category. If this is the case, simply skip to the next step.
7. Within the *Fonts* category, place a check mark in the *Font Cards* checkbox, and then click on the *Configure* button (with some printer driver software versions, the *Configure* button may already be “clicked”). A new window will open labeled *Configure Font Cards*.
8. Click on the *Add* button to open the *Add Font Card* window.
9. Click on the *Browse* button to open a Windows Explorer-style window. Click on the down-arrow in the *Drives* box to select the CD-ROM drive on your computer. Double-click on the *Support Files* folder from the list of folders, double-click on the *HPD Files* folder, and then double-click on the *Domestic* folder. For international products, double-click on the *International* folder.
10. Click on the file (located in the left-hand window) named *TroySEC.hpd* or *TroySECINTL.hpd* (for International customers), and then click on *Open* or *OK* (the displayed window may vary depending on the operating system being used). With some printer drivers, the *Add Font Card* window will appear. If this window appears, click on *OK* to close the window.
11. Within the *Configure Font Cards* window, verify the installation by clicking on the *Font Card Name: TROY Security Font Collection* or *TROY International Security Font Collection* listed under *Installed Font Cards*. Within the *Fonts* list, the TROY E-13B (enabled) along with other TROY fonts will be displayed.
12. Repeat Steps 9 through 11 to install the barcode fonts. Double-click on the *Support Files* folder, the *HPD Files* folder, and the *Barcode* folder, and then select the *TroyBAR.hpd* file. Verify the installation by clicking on the *Font Card Name: TROY Barcode Font Collection* listed under *Installed Font Cards*. Within the *Fonts* list, the TROY barcode fonts will be displayed.
13. Close all remaining open windows. Please refer to the TROY Security Printing Solutions User’s Guide, Section 7 – *Using TROY Fonts* before using the installed fonts.

## Install the TROY Screen Fonts for Windows™ 98SE, ME Operating Systems

In addition to the TROY *printer* fonts that are permanently programmed into your TROY Security Printing Solution, the TROY *screen* fonts have been developed for display use only as a visual reference and for making positional adjustments to the MICR line. The TROY *screen* fonts display differently than the actual *printer* fonts to prevent unauthorized printing using the MICR *screen* fonts on other Windows-installed printers.

If the E-13B MICR *screen* font is used for printing, the inversely printed (white characters on black background) MICR *screen* font will not be readable by the bank reader/sorter machines. The uniquely displayed *screen* fonts ensure that the MICR font printed on your MICR documents is generated from a TROY Security Printing Solution and not from the Windows TrueType™ *screen* font. The TROY *screen* fonts are provided on the **TROY Security Printing Solutions** CD supplied with your TROY Security Printing Solution.

**NOTE:** Windows 2000/XP operating systems do not require installation of the TROY screen fonts.

1. Close all applications before installing the TROY support files.
2. Insert the **TROY Security Printing Solutions** CD into your computer CD-ROM drive.
3. From the **Start** menu, click on **Settings**, and then click on **Control Panel**.
4. Double-click on the **Fonts** folder icon.
5. Click on **File**, and then click on **Install New Font...** A new window labeled **Add Fonts** will open and then a Windows Explorer-style window will open.
6. Click on the down-arrow in the **Drives** box to select the CD-ROM drive on your computer. Double-click on the **Support Files** folder from the list of folders, double-click on the **HPD Files** folder, and then double-click on the **Domestic** folder. For international products, double-click on the **International** folder.
7. A list of TROY fonts will be listed within the **List of Fonts** section. Click on **Select All** to highlight all available fonts, and then click on **OK**. A processing window may appear while the installation process proceeds. Individual fonts may be selected if all the fonts are not needed.
8. Repeat Steps 5 through 7 to install the barcode screen fonts. Double-click on the **Support Files** folder, double-click on the **HPD Files** folder, and then double-click on the **Barcode** folder. Within the **List of Fonts** section, click on **Select All** to highlight all available barcode fonts, and then click on **OK**. A processing window may appear while the installation process proceeds.
9. Close all remaining open windows. The TROY screen fonts are now installed.

**NOTE:** For International customers, the International numeric fonts are not resident on the TROY Memory Card. These fonts are located on the **TROY Security Printing Solutions** CD in the “\Support Files\HPD Files\International\Fonts” folder and can be added to the TROY Memory Card using the TROY Printer Utility – Download Soft Fonts Option. These fonts are designed as non-scalable bitmapped fonts.

## Install the TROY Metrics File for Windows™ 2000, XP, Server 2003 Operating Systems

1. Close all applications before installing the TROY Font support files.
2. Insert the TROY Security Printing Solutions CD into your computer CD-ROM drive.
3. From the Microsoft Windows Start menu, click on *Settings*, and then click on *Printers*.
4. Right-click on your TROY Security Printing Solution icon, and then click on *Properties* from the pull-down menu. If multiple printers are installed, make sure the correct printer icon is selected that corresponds to your TROY Security Printing Solutions printer.
5. Click on the *Device Settings* tab located at the top of the *Properties* window.
6. Click on *External Font* (under the *Font Substitution Table* category), and then click on the *Properties* button.
7. Click on the *Browse* button to open the drive selection window. Double-click on the appropriate drive letter to select the CD-ROM drive on your computer.
8. Double-click on the *Support Files* folder from the list of folders, double-click on the *PCM Files* folder, Double-click on the *Domestic* folder, and then click on *OK* to close the drive selection window. For international products, double-click on the *International* folder.
9. Use the SHIFT key to select all the fonts located in the left-hand window named *TROY Auto-Protect*, *TROY PCM7*, etc., and then click on *Add* to add those fonts. If you want to add an individual font, just highlight that specific font name and click on the *Add* button. All the added fonts should be displayed in the right-hand window.

**NOTE: If the barcode option was purchased, repeat Steps 8 through 10. Choose the TROY Barcode PCM file from the Barcode folder.**

10. Close all remaining open windows. Please refer to the TROY Security Printing Solutions User's Guide, Section 7 – *Using TROY Fonts* before using the installed fonts.

**NOTE: Windows 2000/XP operating systems do not require installation of the TROY screen fonts.**

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## **STEP 4: Install the TROY Software for Microsoft® Windows™**

### **Install the TROY Printer Utility for Windows™ 98SE, ME, 2000, XP, Server 2003**

The TROY Printer Utility provides useful functions for testing and managing your TROY Security Printing Solution through Microsoft® Windows™. This utility takes advantage of the Windows-installed printer collection, allowing access to any printer installed in the Windows environment. The printer connection may be local, network, or direct network connected. The TROY Printer Utility should be installed on the administrator's computer only. Some of the features of the TROY Printer Utility are provided for special applications and may not be intended for general use. Refer to the TROY Security Printing Solutions User's Guide, Section 4 – *Using the TROY Printer Utility* for more information.

1. Close all applications before installing the TROY Printer Utility application.
2. Insert the *TROY Security Printing Solutions* CD into your CD-ROM drive.
3. From the *Start* menu, click on *Run*, and then click on *Browse*.
4. Click on the down-arrow in the *Look In* box at the top of the window, and then click on the drive letter designated for the CD-ROM drive on your computer.
5. Double-click on the *TROY Printer Utility* folder.
6. Click on the file named *setup.exe*, click on *Open*, and then click on *OK* to start the installation process. Follow the screen prompts to complete the installation.

### **Install the TROY Port Monitor for Windows™ 98SE, ME, 2000, XP, Server 2003**

The TROY Port Monitor allows each user to embed additional user-defined data and/or print commands (data encryption and TROY security commands) into the print data stream generated by their Windows application before it is sent to the printer. Once a port monitor is set up on the host computer, all this functionality takes place in the background without the need for user intervention.

Using the TROY Port Monitor or custom applications designed to print to TROY Security Printers, certain printer feature settings can be temporarily changed during a print job. When the print job has finished, the *EX* printer will automatically return to the original default feature configuration set by the administrator. Refer to the Security Printing Solutions User's Guide, Section 5 – *Using the TROY Port Monitor* for more information.

**NOTE: To maintain MICR printing security and to allow users the ability to configure their MICR print jobs, the TROY Port Monitor must be installed on each host computer that will be used to print MICR documents on the TROY Security Printer.**

1. Close all applications before installing the TROY Port Monitor.
2. Place the *TROY Security Printing Solutions* CD into your CD-ROM drive.
3. From the *Start* menu, click on *Run*, and then click on *Browse*.
4. Click on the down-arrow in the *Look In* box at the top of the window, and then click on the drive letter designated for the CD-ROM drive on your computer.
5. Double-click on the *TROY Port Monitor* folder.
6. Click on the file named *setup.exe*, click on *Open*, and then click on *OK* to start the installation process. Follow the screen prompts to complete the installation.



## Create a TROY Port Monitor Port on Your Host Computer for Windows™ 2000, XP, 2003

1. From the *Start* menu, click on *Settings, Printers*, right-click on the desired printer, and then left-click on *Properties*.
2. Select the *Ports* tab, and then click on the *Add Port* button.
3. Select *TROY Port Monitor* in the *Printer Ports* window, and then click on the *New Port* button. The TROY Port Monitor screen will appear.
4. Specify a TROY Port Monitor port name in the *Port Name* textbox. At this point, the TROY Port Monitor port is configured with the following default settings: port type is LPT1, encryption OFF, no User or Password account specified, no MICR/Printer PIN specified, no Job Name and Job PIN specified, default paper tray mapping selected, MICR mode enabled, and wallpaper disabled. These default settings can be changed at any time.
5. If you choose not to configure the TROY Port Monitor port at this time, click on the *OK* button to close the TROY Port Monitor window, which will automatically create the new TROY Port Monitor port.
6. Click on the *Close* button to close the *Printer Ports* window.
7. Click on the *Apply* button from the *Port* tab to select the TROY Port Monitor port as the default printing port.
8. Click on the *OK* button to close *Printer Properties* window.

## Create a TROY Port Monitor Port on Your Host Computer for Windows™ 98SE, ME

1. From the *Start* menu, click on *Settings, Printers*, right-click on the desired printer, and then left-click on *Properties*.
2. Select the *Details* tab, and then click on the *Add Port* button.
3. Select the *Other* radio button.
4. Select *TROY Port Monitor* from the list, and then click on the *OK* button. The TROY Port Monitor screen will appear.
5. Specify a TROY Port Monitor port name in the *Port Name* textbox. At this point, the TROY Port Monitor port is configured with the following default settings: port type is LPT1, encryption OFF, no User or Password account specified, no MICR/Printer PIN specified, no Job Name and Job PIN specified, default paper tray mapping selected, MICR mode enabled, and wallpaper disabled. These default settings can be changed at any time.
6. If you choose not to configure the TROY Port Monitor port at this time, click on the *OK* button to close the TROY Port Monitor window, which will automatically create the new TROY Port Monitor port.
7. Click on the *Apply* button from the *Details* tab to select the TROY Port Monitor port as the default printing port.
8. Click on the *OK* button to close the *Printer Properties* window.

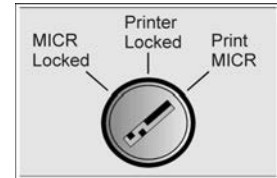
## STEP 5: Test the TROY Font Support for Microsoft® Windows™

To verify that the TROY Windows font support files were properly installed on your system, demonstration documents are provided through the TROY Printer Utility in Windows that can be printed out to visually identify all security and/or barcode fonts downloaded to the TROY printer. Make sure your TROY printer is properly setup, powered ON, and is online before printing the Windows Security Font and/or Windows Barcode Font Demonstration page(s).

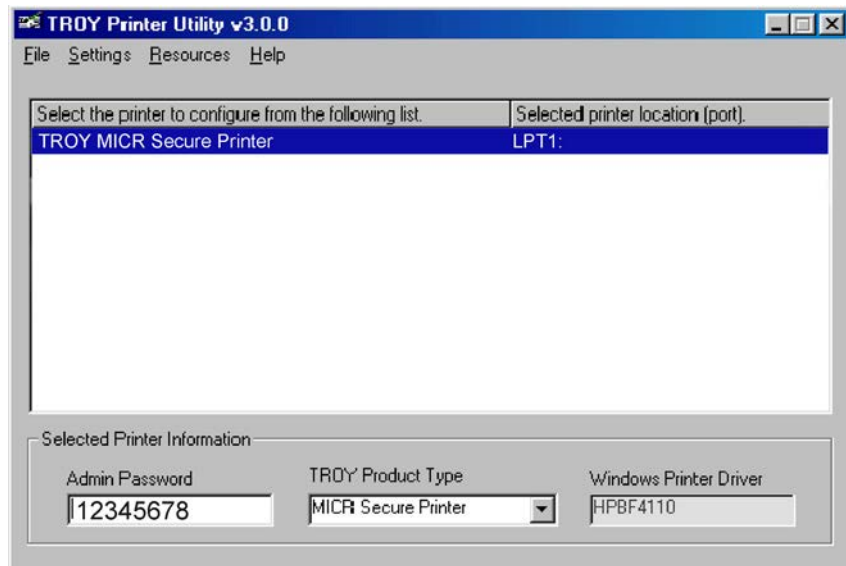
### TO PRINT THE TROY SECURITY FONT / BARCODE FONT DEMONSTRATION PAGE(S):

**NOTE:** TROY Secure EX series printers must have the printer keylock switch set to “Print MICR” to enable printing the Windows Security Font Demonstration page.

**NOTE:** TROY IRD 9050 1<sup>UP</sup> series printers must have the 100-sheet multipurpose tray installed to enable printing of all test and demonstration pages.



1. From the TROY Printer Utility *Main Window*, click on the printer you wish to manage.
2. If you have already set an administrator password, type the password into the password box at the bottom of the *Main Window*. If a password is not set, then leave the password box blank.
3. From the *Main Window*, click on **File**, **Print**, and then click on **Windows Security (MICR) Font Demo**. Select the desired printer from the list of printers, and then click on **OK**. The printer will automatically print the Windows Security Font Demo page.



4. Compare the actual TROY security fonts (the actual fonts generated by your printing system) shown in the right-hand column with the facsimile image of these fonts printed in the center column (a digitized image designed to look exactly like the actual fonts correctly generated by your system – refer to the example shown on the next page).

If the support files were properly installed, the actual TROY security and/or barcode fonts displayed in the right-hand column should appear identical to the facsimile fonts displayed in the center column. If the actual fonts do not match the facsimile fonts printed on the demonstration document (fonts not printed correctly or fonts missing on the printout), review the installation steps in this document. If further assistance is required, contact TROY Technical Support.

### Accessing TROY Fonts Using Non-Windows Applications

If you are using a non-Windows application to print MICR documents, the escape sequence for each font must be programmed into the application in order to “call” each of the selected fonts. The <Esc> character is ASCII character number 27 (hexadecimal number 1B). Refer to the *TROY Security Printing Solutions User’s Guide* for the specific escape sequence (displayed above each character map) used to call each of the TROY fonts.



**TROY Security Font Demonstration Page (not to scale)**

**TROY Security Font Collection**

**Microsoft Windows Test Page**

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This document displays how the TROY Security Font Collection should appear when printed through Microsoft Windows (Facsimile Font Image) and how they actually print through your Microsoft Windows printer driver configuration (Actual Printed Font) to a TROY Security Printing Solution.

Compare the fonts printed in the Facsimile Font Image column of this page to the fonts printed in the Actual Printed Font column. If the Windows support files (PCM) were properly installed into the Hewlett Packard PCL 5e printer driver, the fonts in the two columns should match. If the fonts in both columns do not match (fonts in the Actual Printed Fonts column not printed correctly or missing from this page), review the Windows Support File installation steps in the user documentation. If further assistance is needed, please contact TROY Technical Support 1-800-332-6427, or email [techsupport@troygroup.com](mailto:techsupport@troygroup.com)

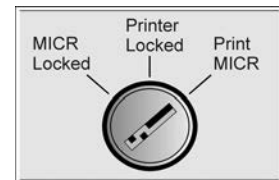
<u>Font Name</u>	<u>Facsimile Font Image</u>	<u>Actual Printed Font</u>
TROY E-13B	1 2 3 4 5 6 7 8 9 0	1 2 3 4 5 6 7 8 9 0
TROY CMC7	1 2 3 4 5 6 7 8 9 0	1 2 3 4 5 6 7 8 9 0
TROY ECF	<b>0 1 2 3 4 5 6 7 8 9 0</b> <small>ZERO ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>	<b>0 1 2 3 4 5 6 7 8 9 0</b> <small>ZERO ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>
TROY LCF	1 2 3 4 5 6 7 8 9 0 <small>ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>	1 2 3 4 5 6 7 8 9 0 <small>ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>
TROY SCF	1 2 3 4 5 6 7 8 9 0 <small>ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>	1 2 3 4 5 6 7 8 9 0 <small>ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>
TROY HELV Rev	J53+2e1800	J53+2e1800
TROY MICRO	.....MP.....MP.....MP	.....MP.....MP.....MP
TROY OCRA	1234567890ABCD	1234567890ABCD
TROY OCRB	1234567890ABCD	1234567890ABCD
TROY Security	<b>1234567890</b> <small>ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>	<b>1234567890</b> <small>ONE TWO THREE FOUR FIVE SIX SEVEN EIGHT NINE ZERO</small>

## STEP 6: Check the MICR Print Quality

Maintaining high-quality MICR printing is vital to error-free reader/sorter processing of your checks at the bank. TROY's Security Printing Solutions have been consistently shown to have the lowest bank reject rates in the industry. Poor MICR print quality will cause your checks to be rejected by the bank's automatic MICR readers, and therefore, you may incur significant manual processing fees from your bank for each rejected check. The TROY MICR Quality Document is resident in your TROY printer and can be printed out at any time using the TROY Printer Utility or printer control panel. Use the TROY MICR Quality Document as a reference to evaluate the general print quality of your TROY Security Printing Solution.

### TO PRINT THE TROY MICR QUALITY DOCUMENT:

**NOTE:** TROY Secure *EX* series printers must have the printer keylock switch set to "Print MICR" to enable printing of the MICR Quality Document. TROY IRD 9050 1<sup>UP</sup> series printers must have the 100-sheet multipurpose tray installed to enable printing of all test and demonstration pages.

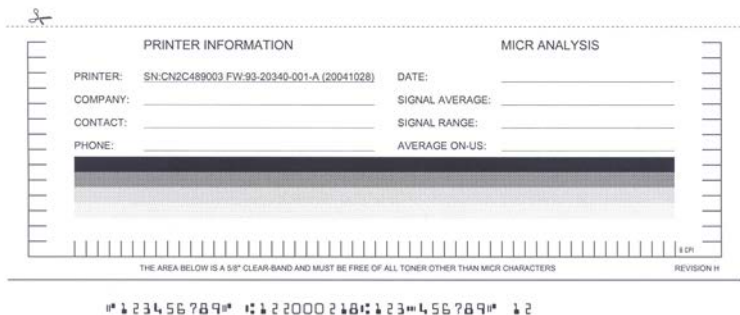
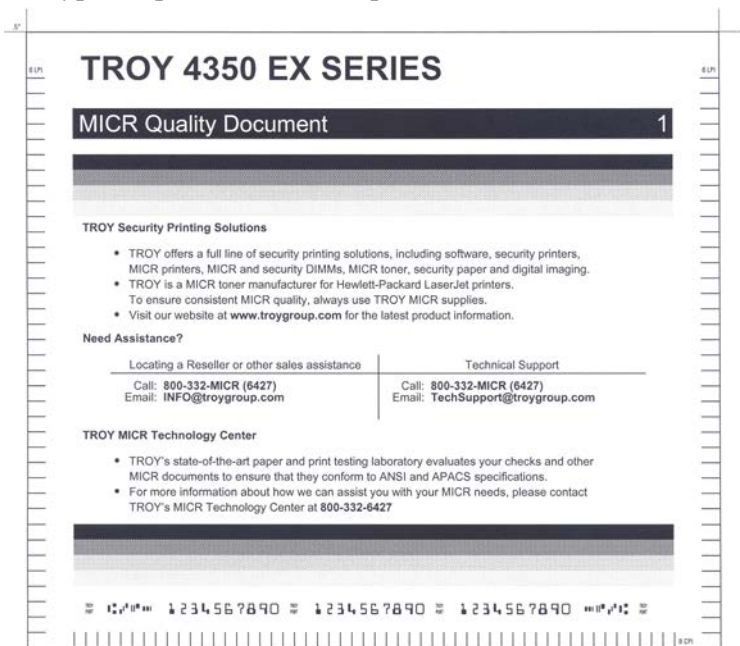


1. From the Printer Utility *Main Window*, click on the printer you wish to manage.
2. If you have already set an administrator password, type the password into the password box at the bottom of the *Main Window*. If a password is not set, then leave the password box blank.
3. From the *Main Window*, click on *File*, and then click on *Print*.
4. Click on *Quality Document*. Choose either the E-13B or CMC-7 version of this document. The printer will automatically print the TROY MICR Quality Document.

### Identifying Print Defects

Continuous streaks and/or voids that appear on the MICR Quality Document are usually the result of a low toner condition. A scratch or other contamination on the surface of the optical drum inside the toner cartridge can also cause streaking and other print quality defects.

To ensure optimum MICR print quality, always use a TROY MICR toner cartridge with your TROY Security Printing Solution. Always replace the TROY MICR toner cartridge with a new TROY MICR toner cartridge when a low toner condition exists. MICR documents printed after a low toner condition occurs may not meet MICR specifications and cause your printed checks to be rejected, thereby incurring significant manual processing fees to you by your bank.



**NOTE:** If your TROY Security Printing Solution develops a noticeable print quality defect that cannot be corrected by replacing the MICR toner cartridge, the MICR Quality Document can be sent to TROY for evaluation. Do not continue to print MICR documents if print defects are present.

## Obtaining Technical Assistance

The TROY Printer Utility provides several help screens to guide you through the available features and functions of your TROY Security Printing Solution. TROY technical support is available to assist you with any questions concerning the setup, operation and maintenance of your Security Printing Solution. Specific system information about your TROY product configuration is available through the TROY Printer Utility. You are also encouraged to visit the TROY web site for the latest FAQs (Frequently Asked Questions), information on the latest TROY products, or for ordering MICR toner and other printing supplies.

### TO VIEW TECHNICAL SUPPORT INFORMATION:

From the *Main Window*, click on *Help*, and then click on *Technical Support* to view the TROY Technical Support HTML page for telephone numbers and hours of business.

### TO VIEW INFORMATION ON THE TROY WEB SITE:

From the *Main Window*, click on *Help*, and then click on *TROY on the Web* to access the TROY web site. Click on the *Services and Support* button at the top of the web page to view the available topics. You can access the TROY web site directly from your web browser at <http://www.troygroup.com>.

## TROY Product Return Policy and Procedure

- A Return Goods Authorization (RGA) number is always required. Please call toll free **800-332-(MICR) 6427** for a return authorization number and shipping instructions.
- The product should be returned in the original packaging and in new condition. Unauthorized returns, products returned without original packaging, or products showing use or wear will be refused.
- Damaged products must be reported within 72 hours. Call **800-332-(MICR) 6427** and ask for the RGA coordinator.
- If a product is returned for repair, any physical damage will void the warranty.
- A 25% restocking fee will be applied to any non-defective items returned within 30 days.
- No returns will be accepted after 30 days, unless otherwise stated.

**Return product to**  
**TROY Group Inc**  
**3 Bryan Drive**  
**Wheeling, WV 26003**  
**Attn: (Your RGA Number)**

## Reference Material

- TROY MICR Basics Handbook (provided on the *TROY Security Printing Solutions* CD)
- TROY Security Printing Solutions User's Guide (provided on the *TROY Security Printing Solutions* CD)
- TROY Programmer's Reference Guide (provided on the *TROY Security Printing Solutions* CD)
- Hewlett-Packard Getting Started Guide (provided in *TROY Security Printing Solutions* Startup Package)
- Hewlett-Packard Printer User's Guide (provided on the *Hewlett-Packard* CD)