



Printer Driver Installation Manual

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Contact Information

Access the following site and select the region/country nearest to you.

<https://www.sato-global.com/about/locations.html>

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1

INSTALLING PRINTER DRIVER

This Installation Manual contains the basic information about the installation and uninstallation of the printer driver.

A total of two topics are covered herein, and they are organized as follows:

- Section 1: Installing Printer Driver
- Section 2: Uninstalling Printer Driver

It is recommended that you read carefully before installing or uninstalling the printer driver. Refer to the **TABLE OF CONTENTS** at the front of this manual to search for the related information needed. All page numbers in this manual have a section number followed by the page number in the stated section.

This section assists you in installing the printer driver.

These information are provided herein:

- Installing printer driver automatically (from Windows Update)
- Installing printer driver manually (with PrnInst utility)
- Preinstalling printer driver

Before installation of the printer driver, make sure you log in to the Windows system as the user with permissions.

1.1 INSTALLING PRINTER DRIVER AUTOMATICALLY (FROM WINDOWS UPDATE)

This installation is available for devices connected to one of these ports:

- USB port
- Parallel port (LPT)

Windows operating system automatically find new hardware through Plug & Play event on the two ports.

Note:

The system does not support automatic printer detection on other ports. For devices connected to other ports, install the driver manually with PrnInst utility.

How to install the printer driver

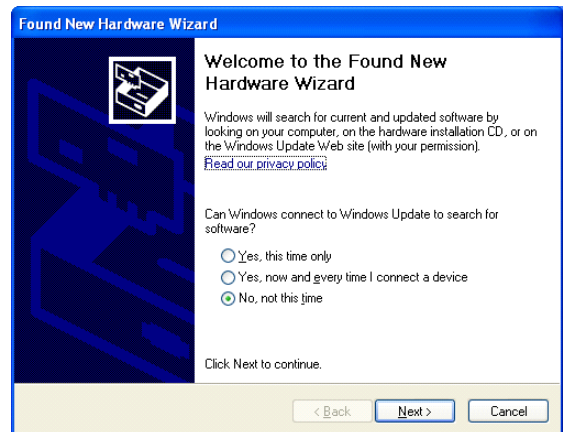
1. Connect the printer to power supply and switch on the printer.
2. Connect the printer to personal computer with USB or LPT cable.
3. Windows detects the printer and checks Windows Update for the printer driver.

The new hardware detection varies depending on the Windows operating system:

Windows XP

A pop-up window prompts you to select:

- **Yes, this time only.** If you would like to check Windows Update for the printer driver.
- **No, not this time.** If you would like to select the printer driver.



Windows Vista

A pop-up window prompts.

- You should select **Locate and install driver software (recommended).**
- Then select **Yes, search online this time only.**



1.1 INSTALLING PRINTER DRIVER AUTOMATICALLY (FROM WINDOWS UPDATE) (cont'd)

Windows 7 or newer

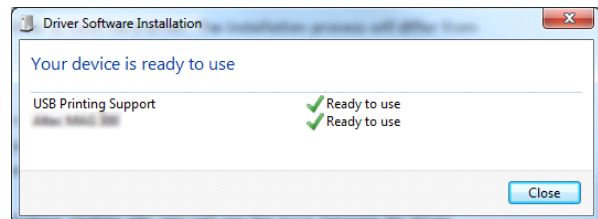
Windows operating system automatically checks the Windows Update and installs the driver.

The installation varies depending on the update availability on the Windows Update web site:

1.1.1 Printer driver is available on Windows Update

Operating system automatically downloads and installs the driver.

On some operating systems (Windows 7 and newer), the notification message displays.



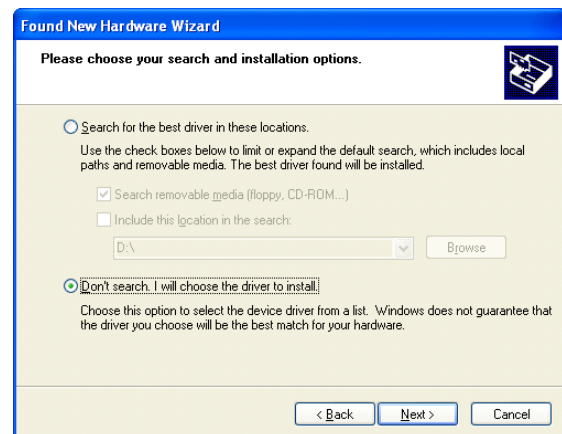
If you click on the notification message, new Driver Software Installation dialog box displays. In this dialog box you can monitor the installation status.

1.1.2 Printer driver is not available on Windows Update

In this case you must download the printer driver to the local disk. The installation process varies depending on the Windows operating system:

Windows XP

1. The **Found New Hardware Wizard** starts. Please follow the wizard.
2. Select **Install from a list or specific location** and click **Next**.
3. Select **Don't search. I will choose the driver to install** and click **Next**.
4. Select **Printers hardware type** and click **Next**.
5. Click **Have Disk** button and select driver location on local hard drive.
6. Select your printer model from the list and follow on-screen instructions.



Windows Vista

1. Found New Hardware wizard prompts you to insert the disk with printer drivers. If you have drivers stored locally on hard drive, then you should select **I don't have the disc. Show me other options**.
2. On next page select **Browse my computer for driver software** and follow the wizard steps.

1.1 INSTALLING PRINTER DRIVER AUTOMATICALLY (FROM WINDOWS UPDATE) (cont'd)

Windows 7 or later

1. Open **Device Manager** from **Control Panel -> Hardware and Sound -> Devices and Printers**.
2. Expand the node **Other devices**. You can find your printer in the list.
3. Right-click the printer and select **Update Driver Software**.
4. When prompted with **How do you want to search for driver software?**, select **Browse my computer for driver software**.

Note:

If you are using an earlier firmware and encounter a problem in the USB installation, please update to the latest release firmware.

1.2 INSTALLING PRINTER DRIVER MANUALLY (WITH PRNINST UTILITY)

This installation type is available for devices connected to one of these ports:

- Parallel port (LPT)
- Serial port (COM)
- Network port (LAN)

Download printer driver to local disk and run the downloaded self-extractable EXE file. PrnInst installation utility automatically starts. Follow the wizard to install the printer driver.

1.2.1 Installing SATO Advanced Port Monitor

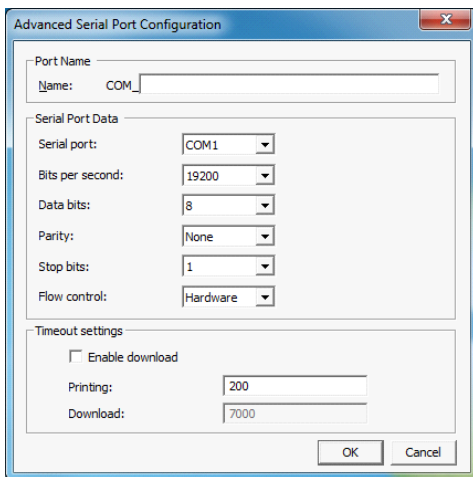
You must install SATO Advanced Port Monitor if you want to:

- Download graphics to the printer's internal memory.
- Download bitmaps to the printer's internal memory.
- Use bidirectional communication to get the printer status for printers on LAN port.

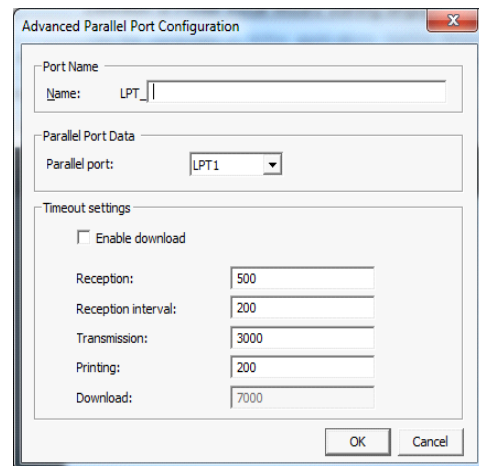
To install port monitor follow these procedures:

1. Make sure the printer is switched on and connected to:
 - a. The computer, if you use serial port (COM) or parallel port (LPT) connections
 - b. The network, if you have network (LAN) printer

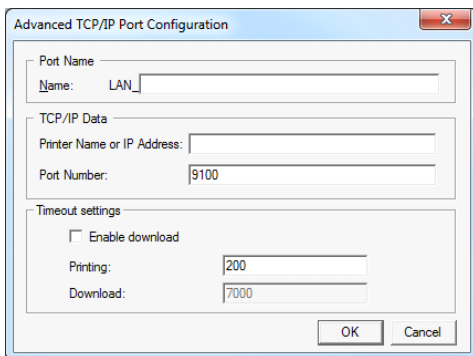
2. On **Printer Options** page of the PrnInst installation wizard, click **Add Port**.



Serial port



Parallel port



Network port

3. Network printer discovery will begin, you will see the list of all detected network printers.

4. Select the printer in the list and click **Add**.

Note:

If your printer has been detected already, you can click the Add button without waiting for the discovery to complete.

5. If your printer is not connected using the network interface or it has not been detected, click the **Manual** button, then select the appropriate port type and click **OK**. You can click the **Manual** button while the printer discovery is still in progress to interrupt it.

6. Enter the port name and the port specific information.

1.2 INSTALLING PRINTER DRIVER MANUALLY (WITH PRNINST UTILITY) (cont'd)

Note:

We recommend to use SATO Advanced Port.

You should tick the **Enable download** check box during download procedure. This sets the port timeout values to values that are appropriate for download.

Note:

This option has impact on printer performance. You should not use the **Enable download** setting during usual printing.

1.3 PREINSTALLING PRINTER DRIVER

To preinstall the printer driver on Windows operating system, use PrnInst utility command-line options. When Windows operating system detects the new hardware through Plug & Play event (on USB and parallel port), the system automatically installs the preinstalled printer driver without prompting Windows Update for the driver.

Preinstall option is useful in several cases:

- Speed up the installation process (does not check Windows Update).
- Simplify the installation of USB printer when the printer driver is not available on Windows Update.

Syntax:

```
PrnInst.exe /PREINSTALL=<full path to inf file>
```

Sample:

```
PrnInst.exe /PREINSTALL=C:\Drivers\SI_ENH\SI_ENH.inf  
PrnInst.exe "/PREINSTALL=C:\Printer Drivers\ SI_ENH\SI_ENH.inf"
```

2

UNINSTALLING PRINTER DRIVER

Make sure you log in to the Windows system as the user with permissions to uninstall the printer driver.

Before uninstalling the printer driver you must make sure that:

- There are no print jobs waiting in the print queue.
- Windows Spooler process is not locking the printer.

If you cannot delete the printer driver you have to:

- Restart the Windows Spooler.
- Delete print jobs from the Windows Spooler.
- In some cases you have to restart the computer.

2.1 UNINSTALLING PRINTER DRIVER MANUALLY

Procedures to delete the printer and remove the printer driver:

Windows XP

1. Open **Printers and Faxes** window.
2. Delete the printer.
3. Open **Print Server Properties** dialog box by selecting **File - Server Properties** menu option.
4. Go to **Driver** tab, select the printer driver and click **Remove** button.

Windows Vista

1. Open **Control Panel - Printer** window.
2. Delete the printer.
3. Open **Print Server Properties** dialog box by selecting **File - Server Properties** menu option.
4. Go to **Driver** tab, select the printer driver and click **Remove** button.

Windows 7 or newer

1. To open **Print Management** console, go to **Control Panel\System and Security\Administrative Tools** and double click **Print Management**.
2. Expand **Print Servers - <computer_name>** node.
3. Select **Printers** node.
4. Delete the printer.
5. Select **Drivers** node.
6. To delete driver, select it and then run **Action -> Remove Driver Package**.

2.2 UNINSTALLING PRINTER DRIVER WITH PRNINST UTILITY

You can uninstall the printer with command-line PrnInst utility, which will delete the printer driver.

Syntax:

```
/UNINSTALLPRN=<printer name>
```

Sample:

```
PrnInst.exe "/UNINSTALLPRN=SATO CL408e"
```

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