Installing Windows Printer Drivers

Contents

Introduction

This document will help you install and update your Windows printer drivers. After they are installed or updated, you can refer to the help file that is included with the drivers for answers to the most commonly asked questions. The help file also includes a thorough troubleshooting section.

To access the help file, in Windows 10, right-click the printer on the **Devices and Printers** page, and then click **Printer properties** or **Printing preferences**. Click **Help** in the bottom-right corner of the dialog.

The drivers include the DriverWizard utility, which you can use to install, remove, and upgrade drivers. We strongly recommend that you use DriverWizard because the standard Windows Add a Device wizard does not always upgrade existing drivers properly.

Installing Printer Drivers

1. Turn off the printer, connect the appropriate cable, and then turn on the printer.

2. If the printer supports the Plug and Play functionality and if you have connected it by using a USB or parallel cable, then the Windows Add a Device wizard automatically detects the printer and displays a dialog that enables you to install a driver. Click **Cancel** and do not install the driver by using this wizard.

3. In Windows Explorer, browse to the installation directory where the driver files are located, and then double-click the DriverWizard utility.

4. Click to select **Install printer drivers**, and then click **Next**.

5. Click to select the connection type, and then click **Next**.

6. Configure the printer settings according to the steps in the wizard, and then click **Finish**.

Note: During installation, you might receive a message that the driver is not digitally signed and may not be compatible with your operating system. You can safely ignore this message. This driver has been tested thoroughly with all current versions of Windows.

Upgrading Printer Drivers

We recommend that you use DriverWizard to upgrade existing drivers when they become outdated. Upgrading instead of removing helps to ensure that your driver settings remain intact. Using the Windows Add a Device wizard to upgrade existing drivers is not recommended because this wizard might not upgrade all driver files correctly, which could leave the driver in a corrupted state.

1. In Windows Explorer, browse to the installation directory where the driver files are located, and then double-click the DriverWizard utility.

2. Click to select **Upgrade printer drivers**, and then click **Next**.

3. Click to select the printers whose drivers you want to upgrade, and then click **Next**.

4. Click **Finish**.

Removing Printer Drivers

You can use DriverWizard to remove printer drivers from the system. To do this, follow these steps:

1. In the installation directory where the driver files are located, double-click the DriverWizard utility.

2. Click to select **Remove printer drivers**, and then click **Next**.

3. Click to select the removal method that you want, and then click **Next**.

4. Verify the items to be removed, click **Next**, and then click **Finish**.

Troubleshooting Printing Problems

The help file that is included with the printer driver includes a *Technical Support* section, which contains a sub-section called *Troubleshooting Printing Problems*. This section lists critical settings to check and several printing tests that will usually resolve any problems that may occur.

To access the help file, in Windows 10, right-click the printer on the **Devices and Printers** page, and then click **Printer properties** or **Printing preferences**. Click **Help** in the bottom-right corner of the dialog.