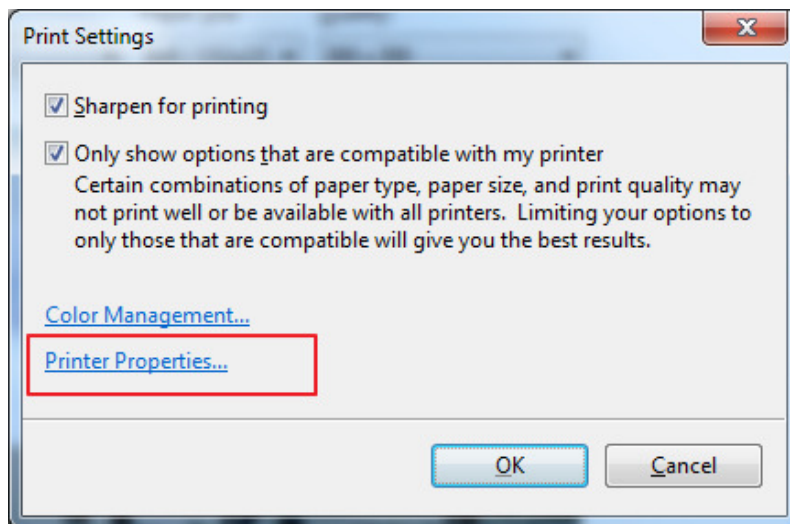
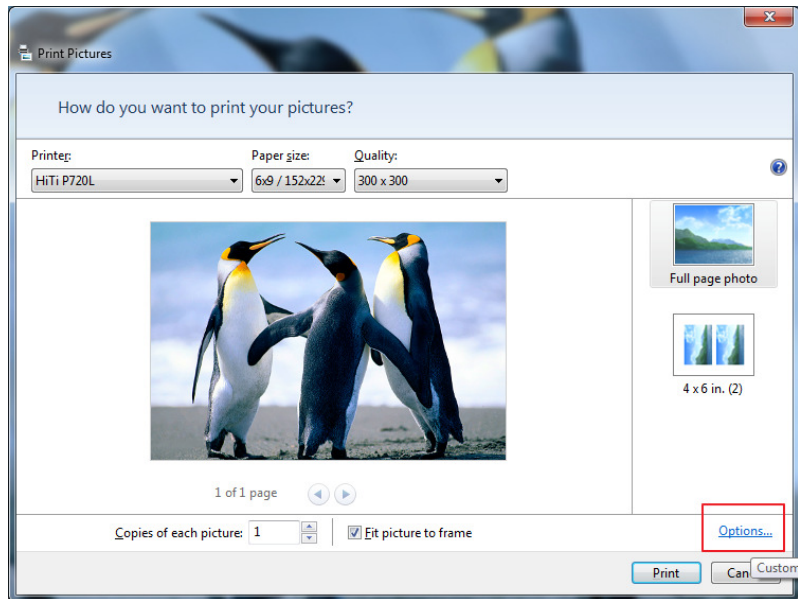


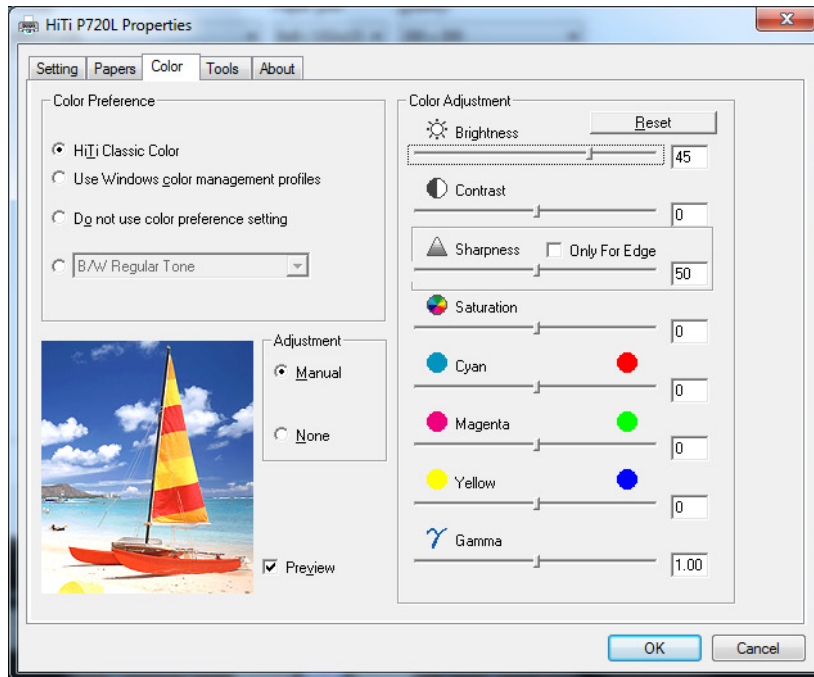
Driver FAQ- Windows

Q1. Where can I set printer properties at Windows 7?

A1.

Please get into picture preview page, and follow the below steps to adjust and save your settings.

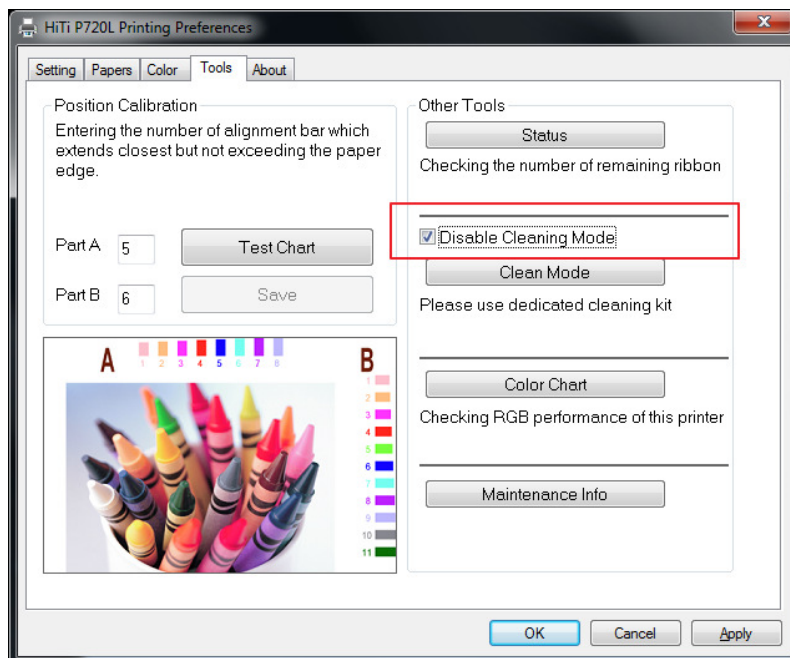




Q2. How can I disable the cleaning reminder for P510PL, P510PS, P510Si, P518A, P518S, P510K, P720L or P728L?

A2.

There is a 'Disable Cleaning Mode' option inside printing preferences. Please enable it there.



Q3. Why there is always this error message when I install the driver?



A3.

Please check if your anti-virus or firewall is blocking this driver file. Close anti-virus program, uninstall driver and reinstall driver once again.

Note:

The DevIO3u.dll normally should be at the following folder
C:\WINDOWS\system32\spool\drivers\w32x86\3

Q4. Printer model is CS-300. Which driver version supports Windows 7?

A4.

V4.0.0.36a only supports Windows 7 32-bit, but does not support Windows 7 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/CS-300_Driver_v4.0.0.36a.exe

Q5. Printer model is 630PL, 631PL, 630PS, 630ID, 631PS or 631ID. Which driver version supports Windows 7?

A5.

V3.8.0.28a supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/63xPLPSSeries_Driver_v3.8.0.28a.exe

Q6. Printer model is 640PS, 640ID, 64aID, 640Gala or 641PS. Which driver version supports Windows 7?

A6.

V3.9.0.20a supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/64xPS_Series_3.9a.exe

Q7. Printer model is 640DL. Which driver version supports Windows 7?

A7.

V3.8.0.32a supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/640DL_Driver_v3.8.0.32a.exe

Q8. Printer model is BS-iD400 or BS-G400. Which driver version supports Windows 7?

A8.

V2.2.0.15c supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/BS400Series_Driver_2.2.0.15c.exe

Q9. Printer model is 730PS, 730Gala, 730PL or 731PS. Which driver version supports Windows 7?

A9.

V3.1.0.30a supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/730Series_Driver_v3.1.0.30a.exe

Q10. Printer model is P710L. Which driver version supports Windows 7?

A10.

V1.7.0.9a supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/P710L_Driver_v1.7.0.9a.exe

Q11. Printer model is 643ID. Which driver version supports Windows 7?

A11.

V1.4.0.5a supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/643ID_Driver_v1.4.0.5a.exe

Q12. Printer model is 640Amphi I. Which driver version supports Windows 7?

A12.

V2.9.0.24a supports both Windows 7 32-bit and 64-bit. Please remember to turn off the digital signature enforcement before installing the drivers.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/640Amphi_2.9.0.24a.exe

Q13. Printer model is 640Amphi II. Which driver version supports Windows 7?

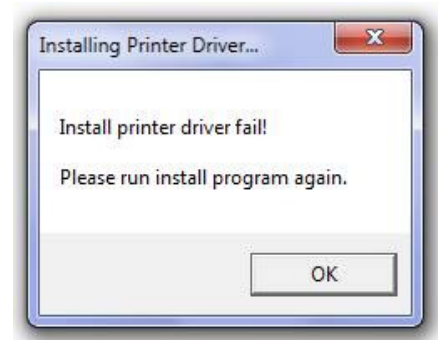
A13.

It doesn't support Windows 7 32-bit, nor 64-bit. However, it supports Windows XP.

This is a discontinued model. You can download it here:

http://download.hiti.com/Files/EOL/AMPHI2_v1.6.exe

Q14. Fail to install driver at Windows 7 32-bit. What should I do?



A14:

Please try connecting the printer to PC then use manual installation with the INF search.

Q15. The compatibility of Windows system for printing sharing.

A15.

1) Computer 1= WinXP 32-bit; Computer 2= Win7 32-bit

⇒ OK to share from Computer 1 to Computer 2 or from Computer 2 to Computer 1.

2) Computer 1= WinXP 32-bit; Computer Win7 64-bit

⇒ NOT OK to share, either from Computer 1 to Computer 2, nor Computer 2 to Computer 1.

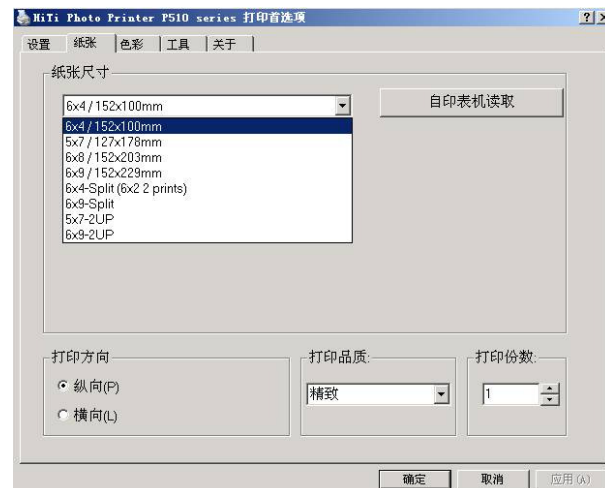
3) Computer 1= WinXP 64-bit; Computer 2= Win7 64-bit

⇒ OK to share from Computer 1 to Computer 2 or from Computer 2 to Computer 1.

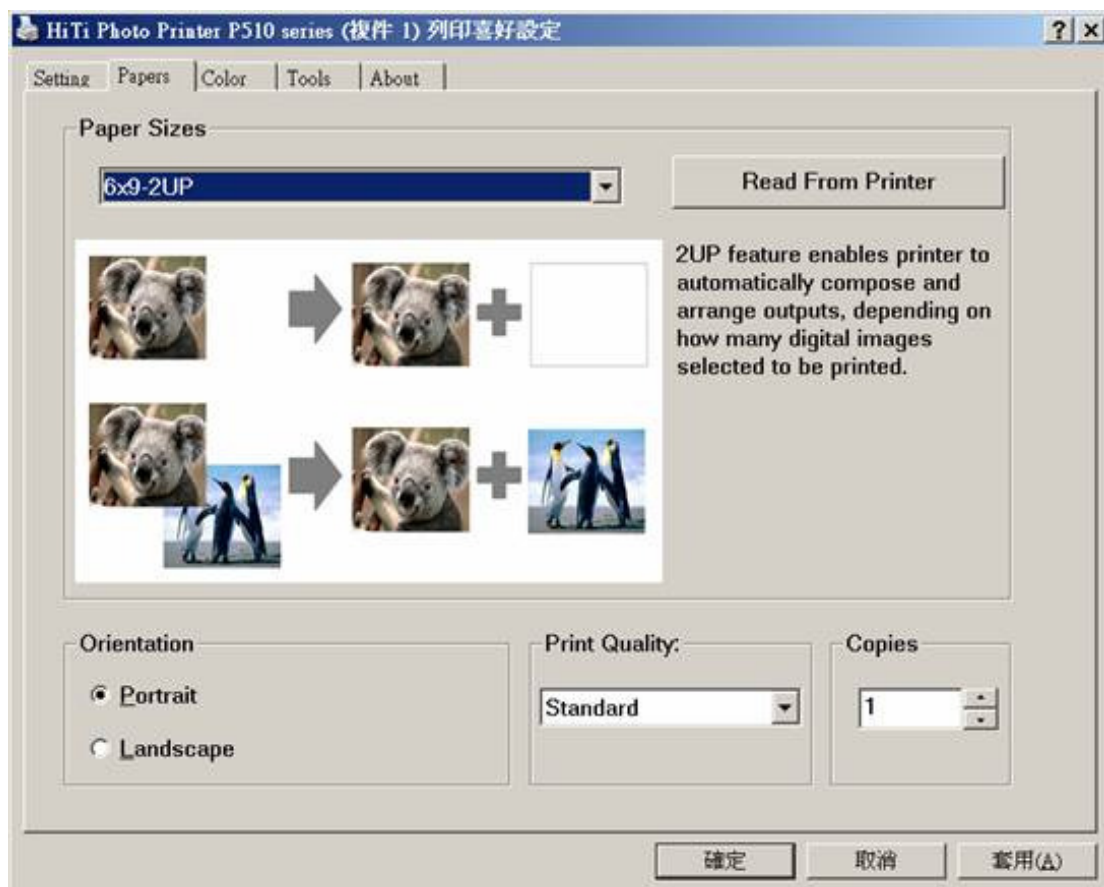
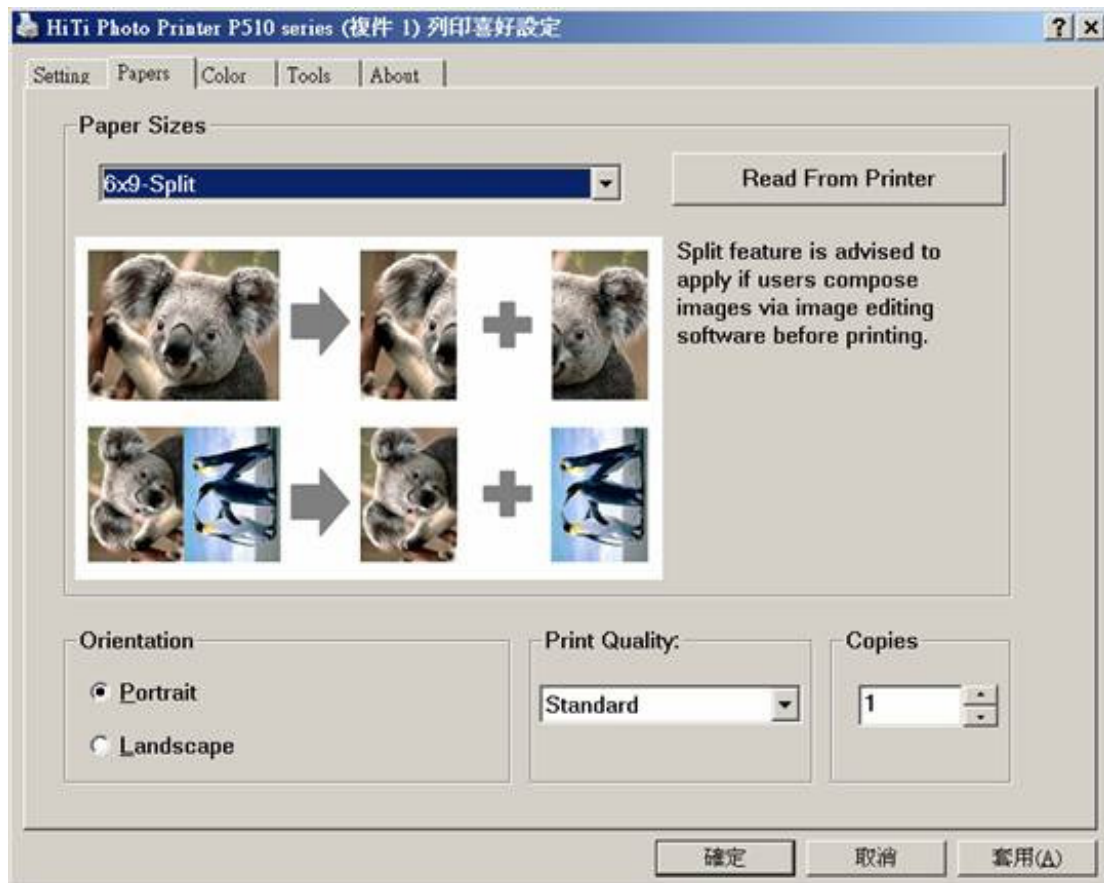
Q16. Where can I set paper size? What is the difference between 2up and split function in the P510 series and P720L driver?

A16.

Please get into 'Printing Preference > Paper' to set paper size.



Referring to the instruction in the selection page for the difference of 2up and split function:



Q17. I'm annoyed with the HiTi Registration Wizard, how to I turn it off?

A17.

HiTi Registration Wizard execution file is HiTiReg.exe, simply find and delete it.

Q18. I'm looking for Bluetooth driver for P510K.

A18.

You would need followings.

- 1) Broadcom_BTW_5.1.0.3300.7z
- 2) BlueTooth2045driver.exe

You can download them here:

http://download.hiti.com/Files/EOL/Bloothtooth_Driver.exe

Q19. Why all my images are printed as mirrored?

A19.

You would need special UNI driver.

You can download it here:

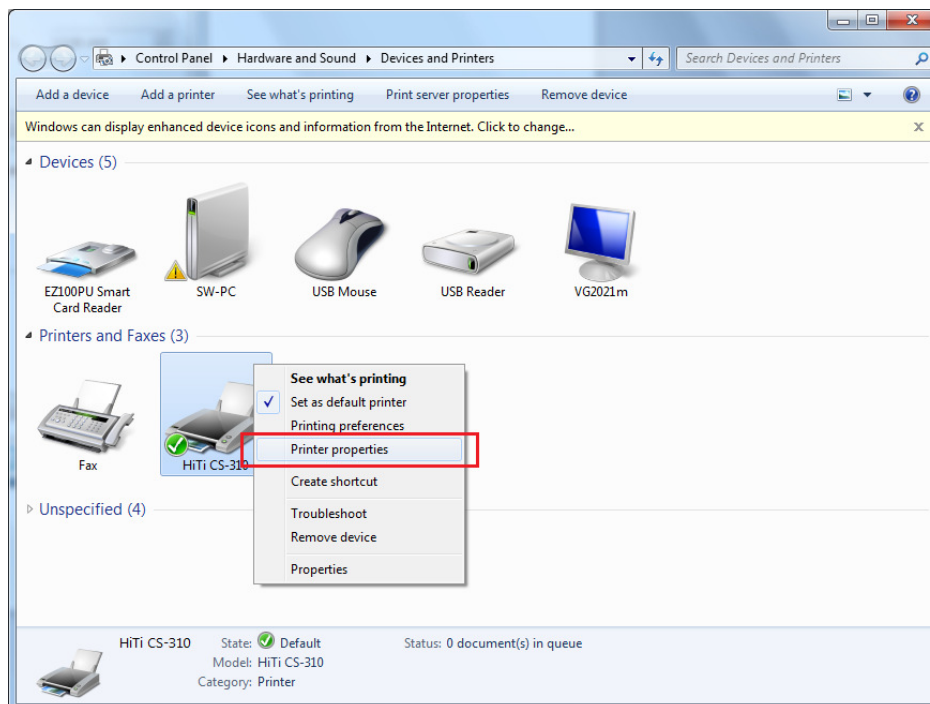
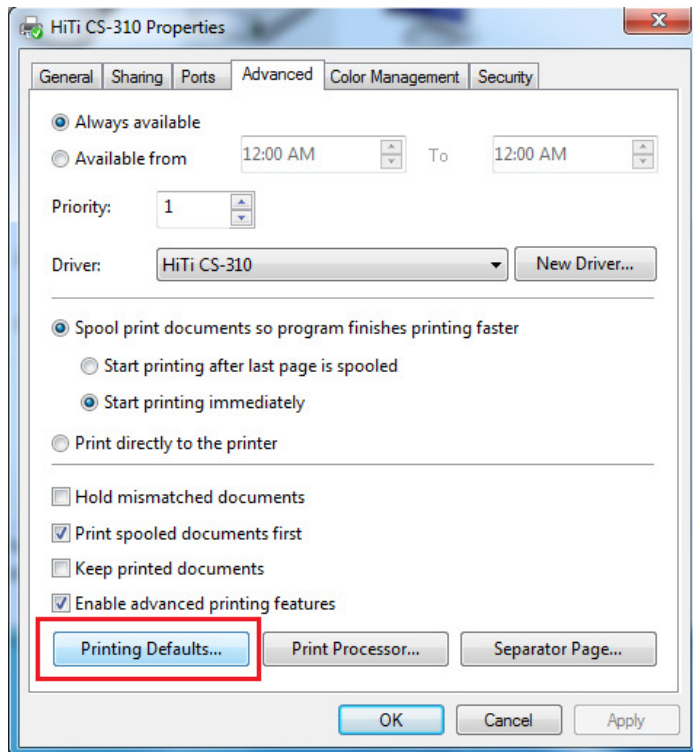
- 1) S420: http://download.hiti.com/Files/EOL/S420_v2.6.0.U1--UNIDRV.exe
- 2) P510S/Si/L/K:
http://download.hiti.com/Files/EOL/P510_v3.4.0.26U--UNIDRV.exe
- 3) P720L: http://download.hiti.com/Files/EOL/P720L_v1.5.0.6U--UNIDRV.exe

Q20. How do I set printer default (for instance, CS-310 driver)?

A20.

"Printing preferences" is used to set printer setting of current user. To set system default setting, please try to change options by "Printing Defaults".

Right mouse click on CS-310 -> Printer properties -> Advanced tab -> Printing Defaults.



Q21. Why do I always get “install driver fail” message, or sometimes installation program simply doesn’t start?

A21.

Please disable Driver Signature Enforcement and close anti-virus program before driver installation. Below link is an instruction for your reference:

<http://download.hiti.com/Files/Others/How%20to%20disable%20digital%20signature%20enforcement%20on%20Win8%20drivers.pdf>

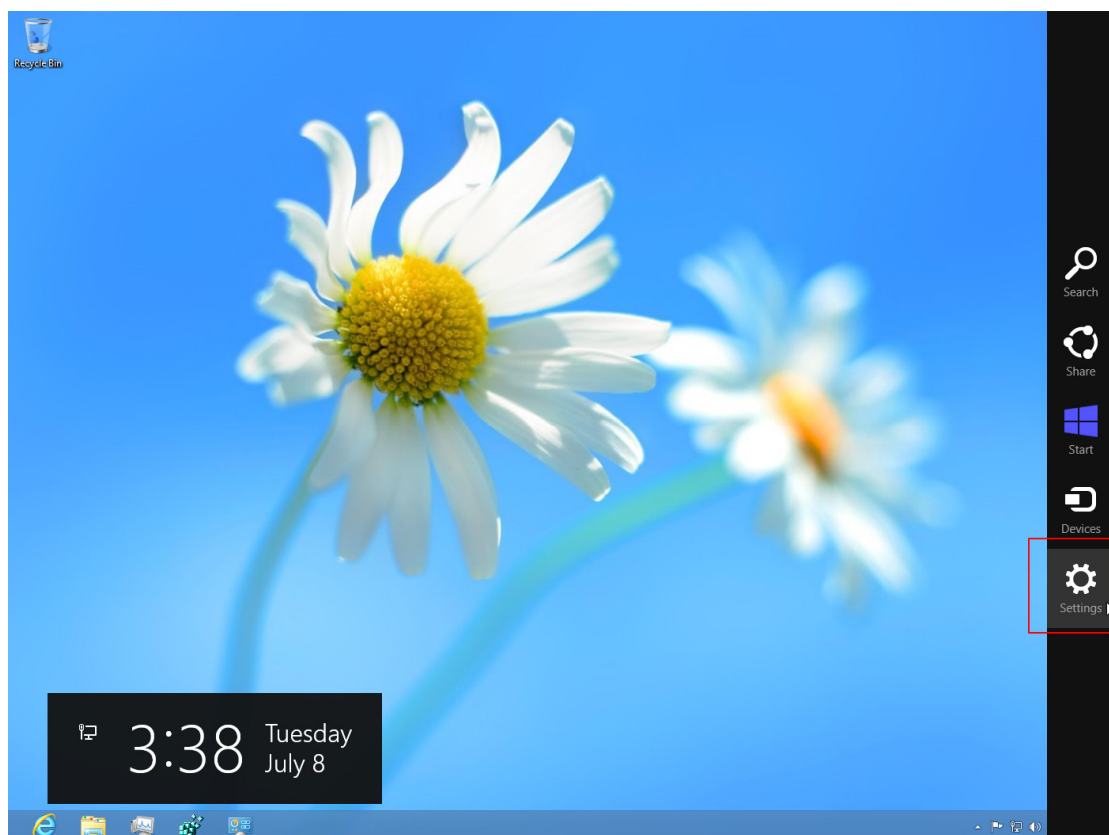
If you have successfully installed the driver but the printer is not recognized, please remove the driver from control panel and make sure the USB is not connected to the PC during driver installation.

If your install program doesn’t start, it might be anti-virus or other protective program blocking it, also please make sure you login to your system as administrator access.

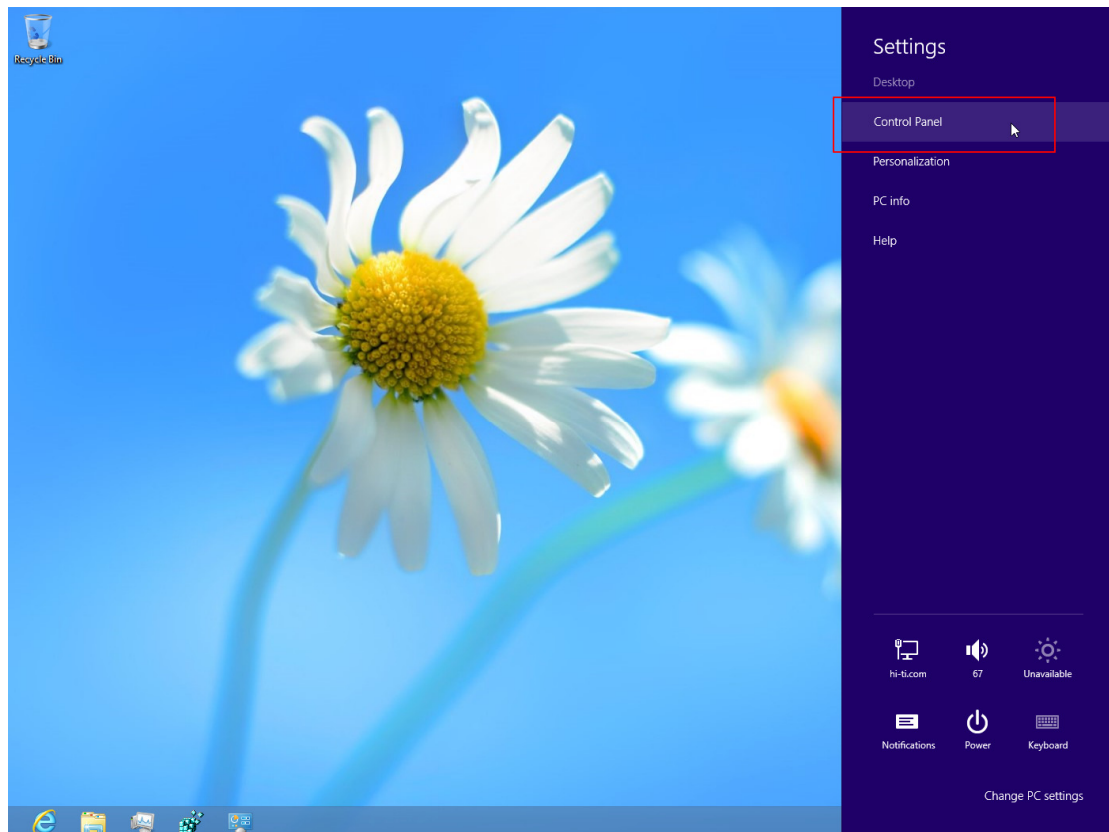
Q22. How do I install the driver manually in Windows 8?

A22.

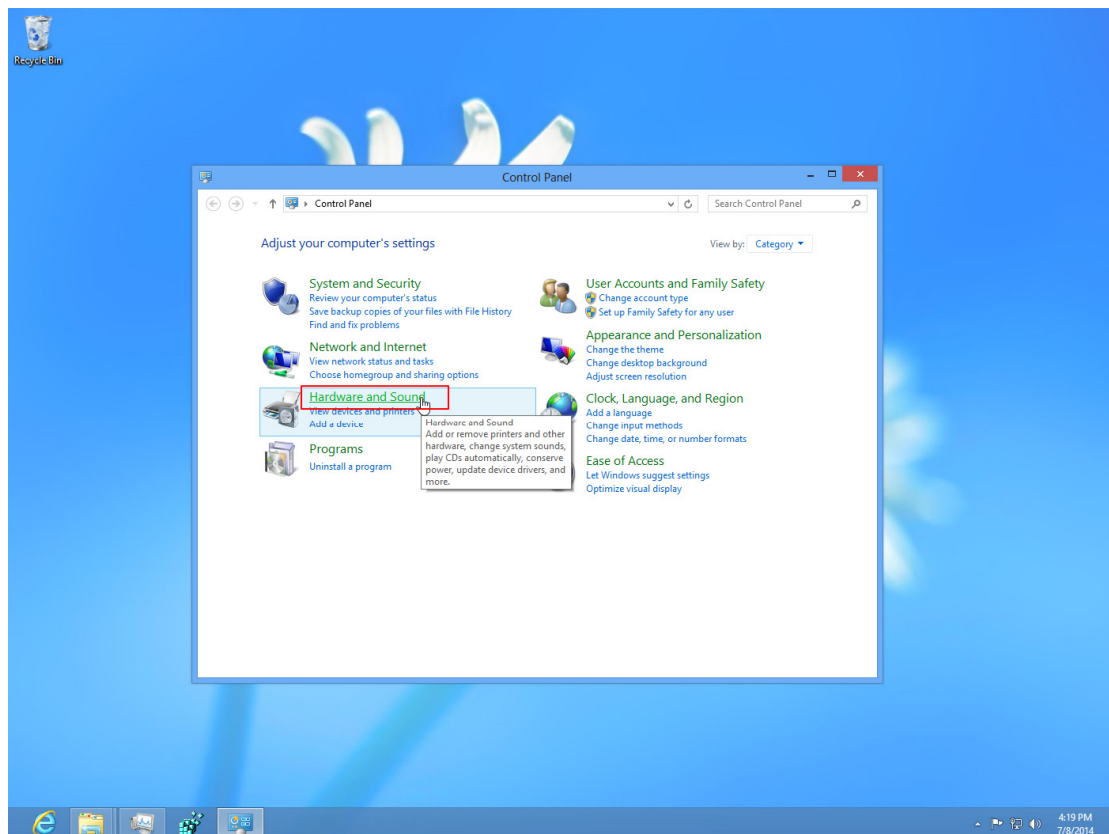
Select Settings:



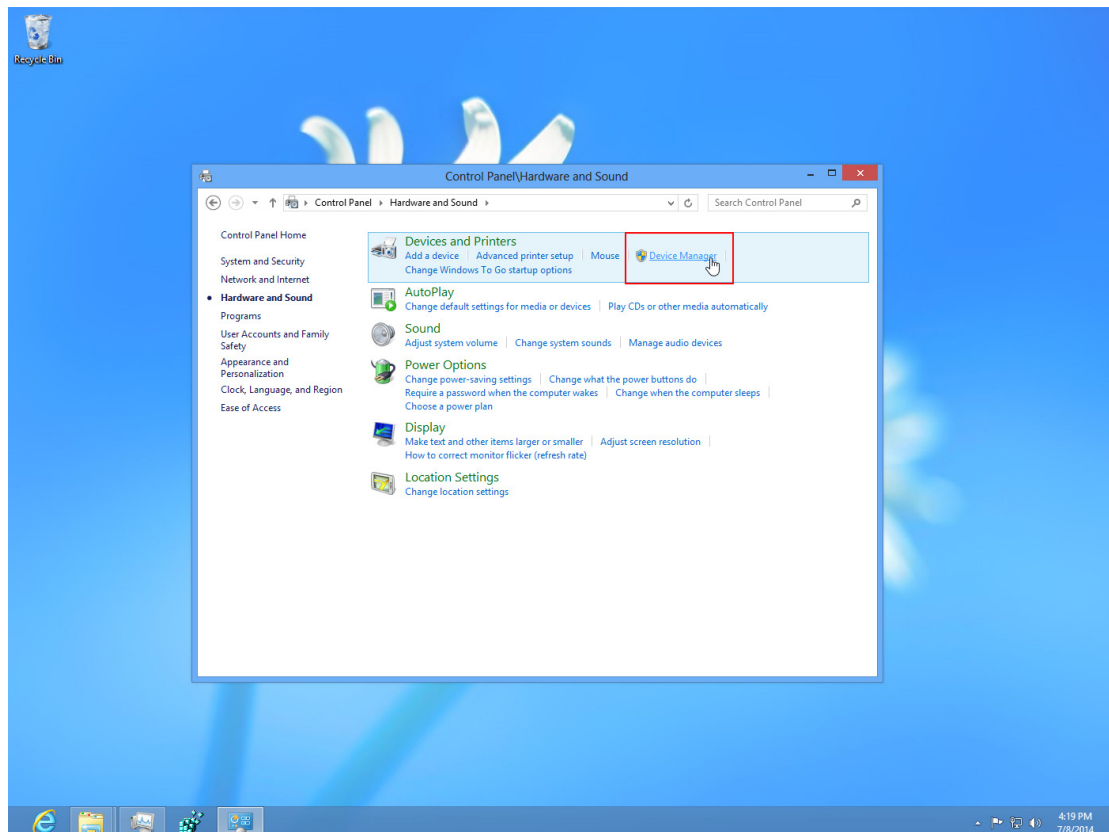
Then go into Control Panel



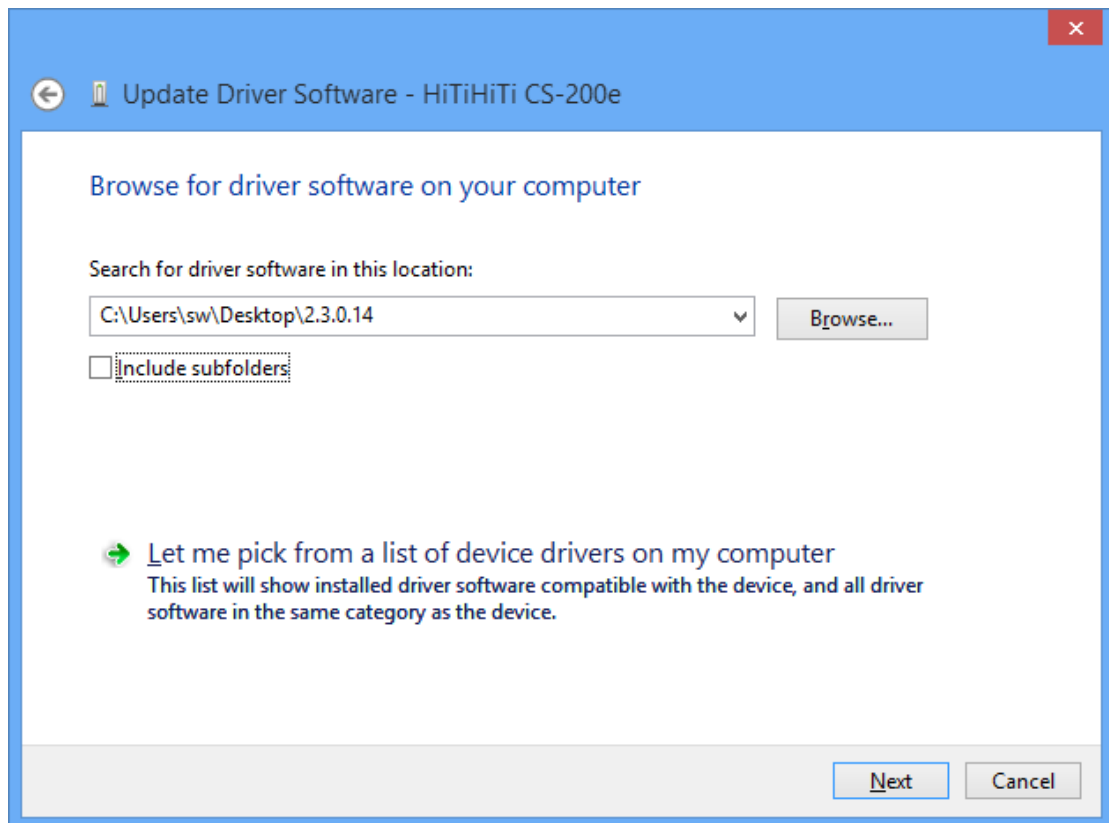
Select Hardware and Sound



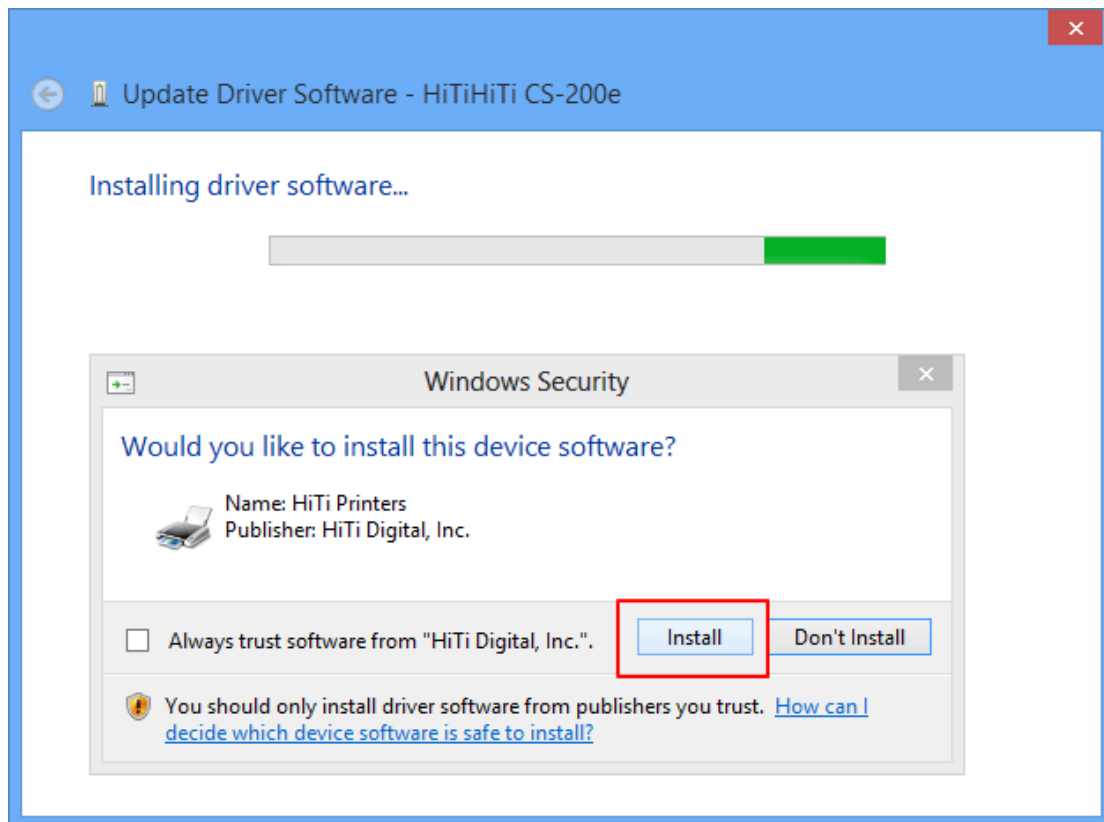
Then Device Manager



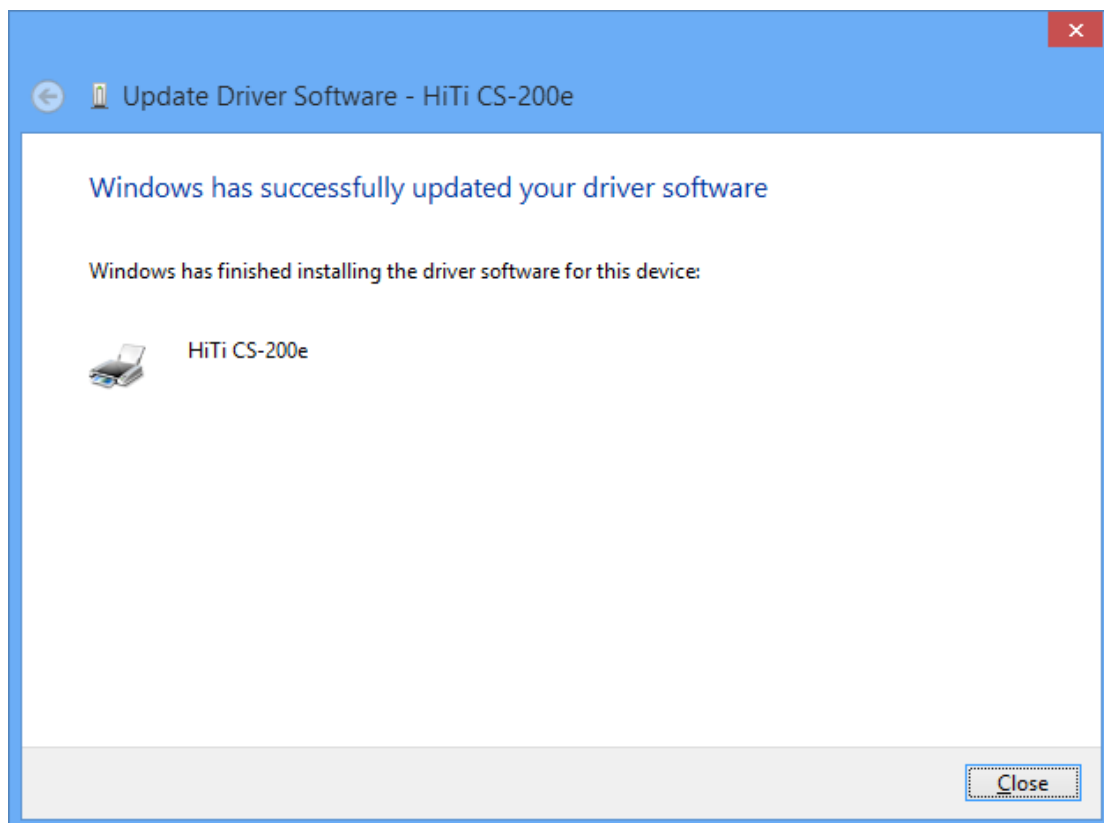
Find the folder you have the driver and press next.



Confirm the installation as below



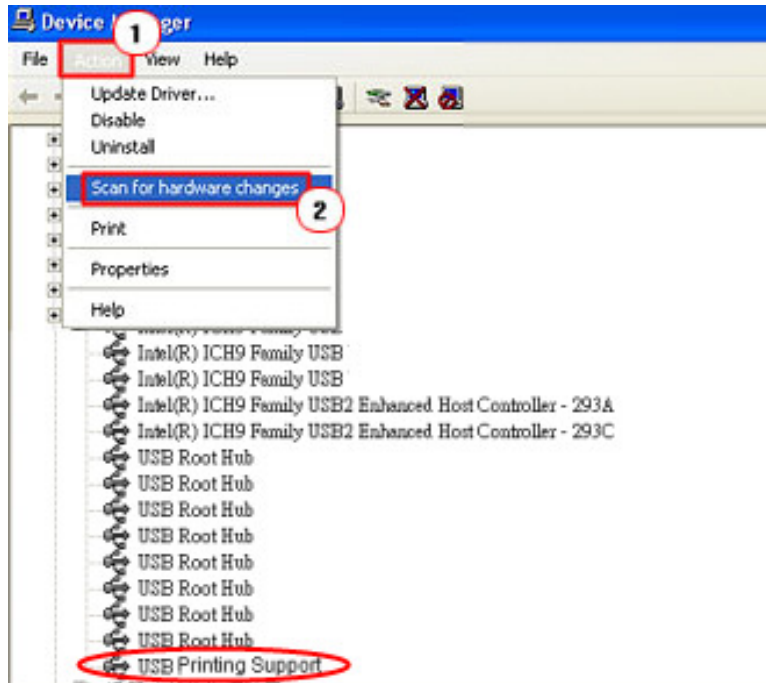
Complete.



Q23. Why there is no response after I install the driver?

A23.

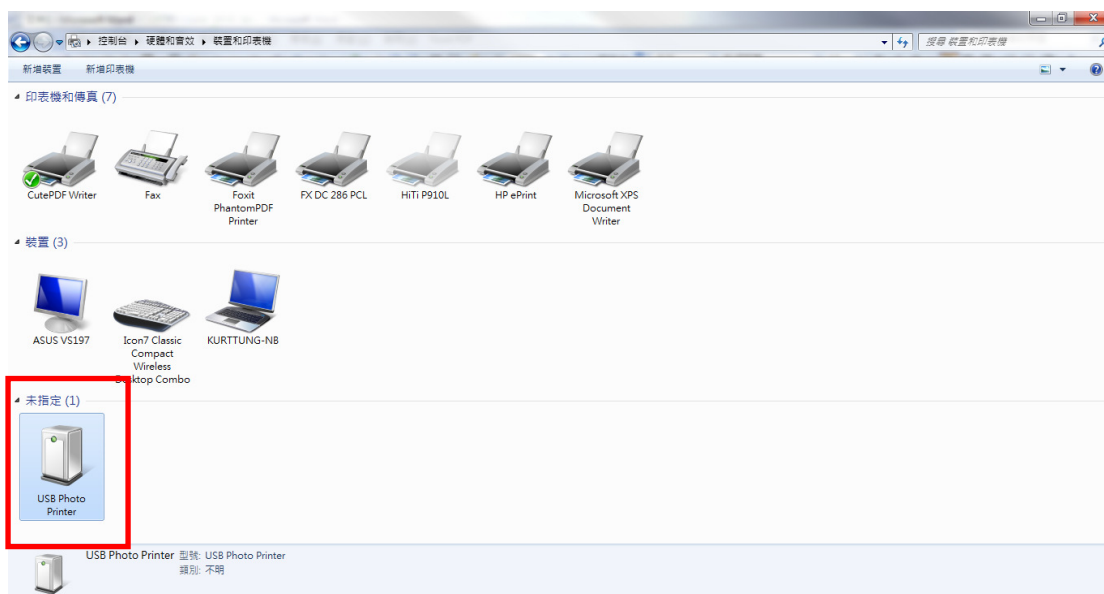
Please go to control panel – device manager – action – scan for hardware changes



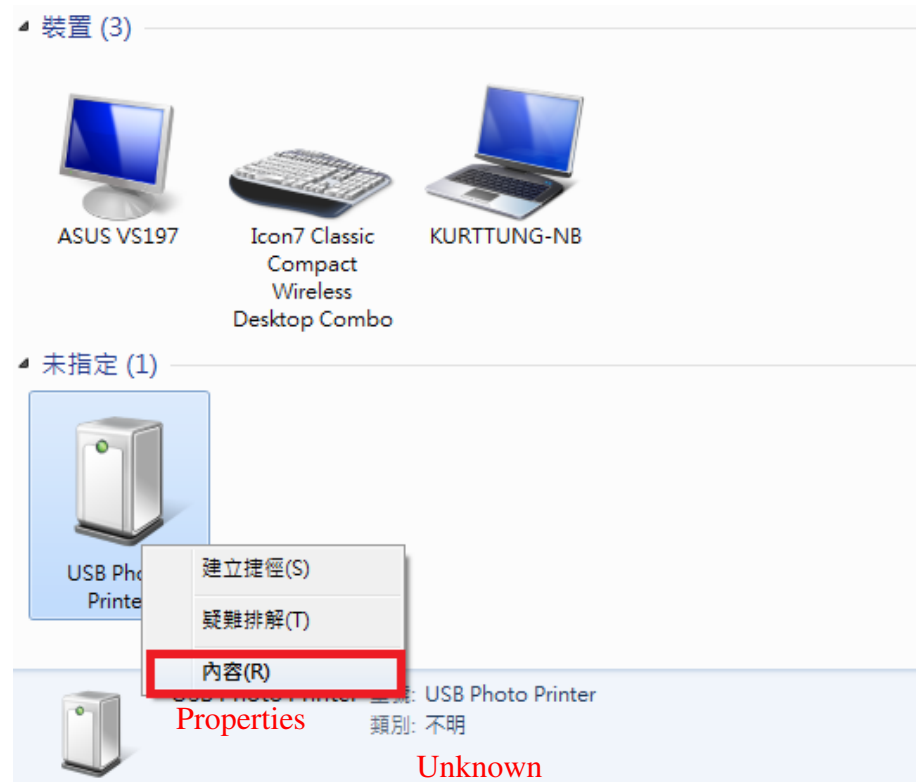
Q24. What should I do when I see unknown device when I plug in the USB?

A24.

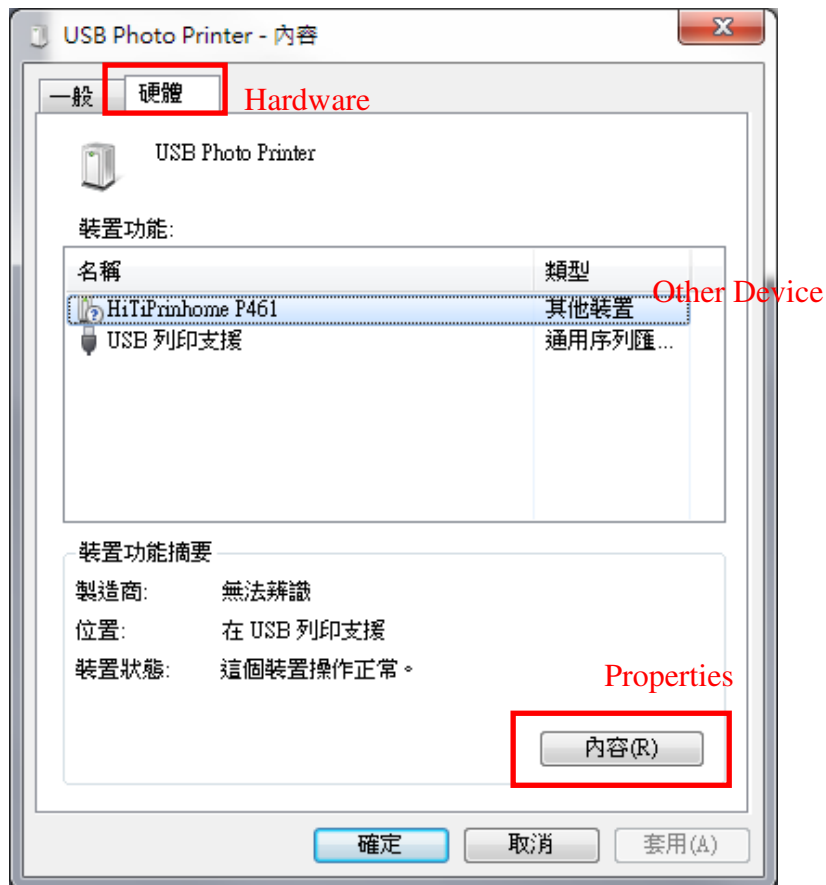
1. Get into 'Control Panel > Hardware > Printers & Faxes'. HiTi printer is incorrectly installed as an unknown device (USB Photo Printer).



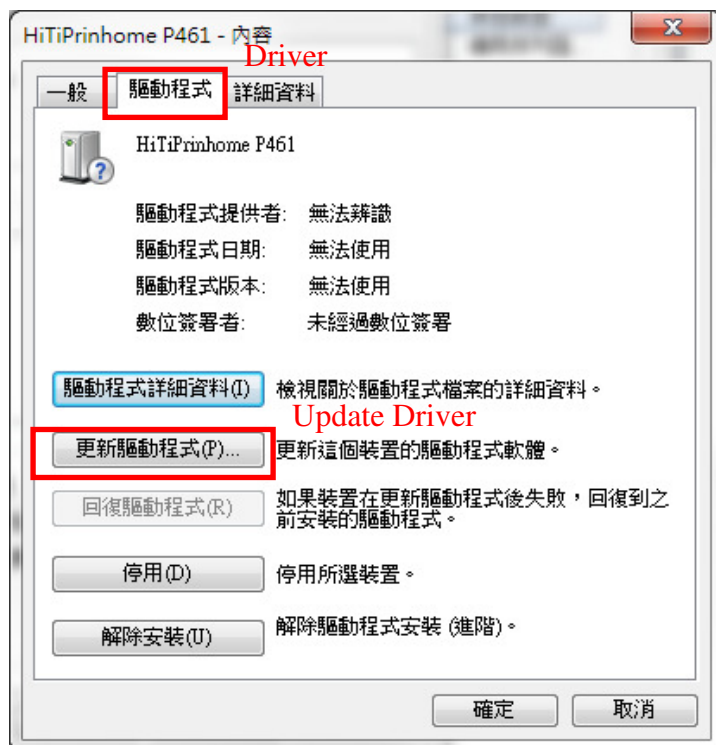
2. Right-click on the USB Photo Printer. Get into 'Properties'.



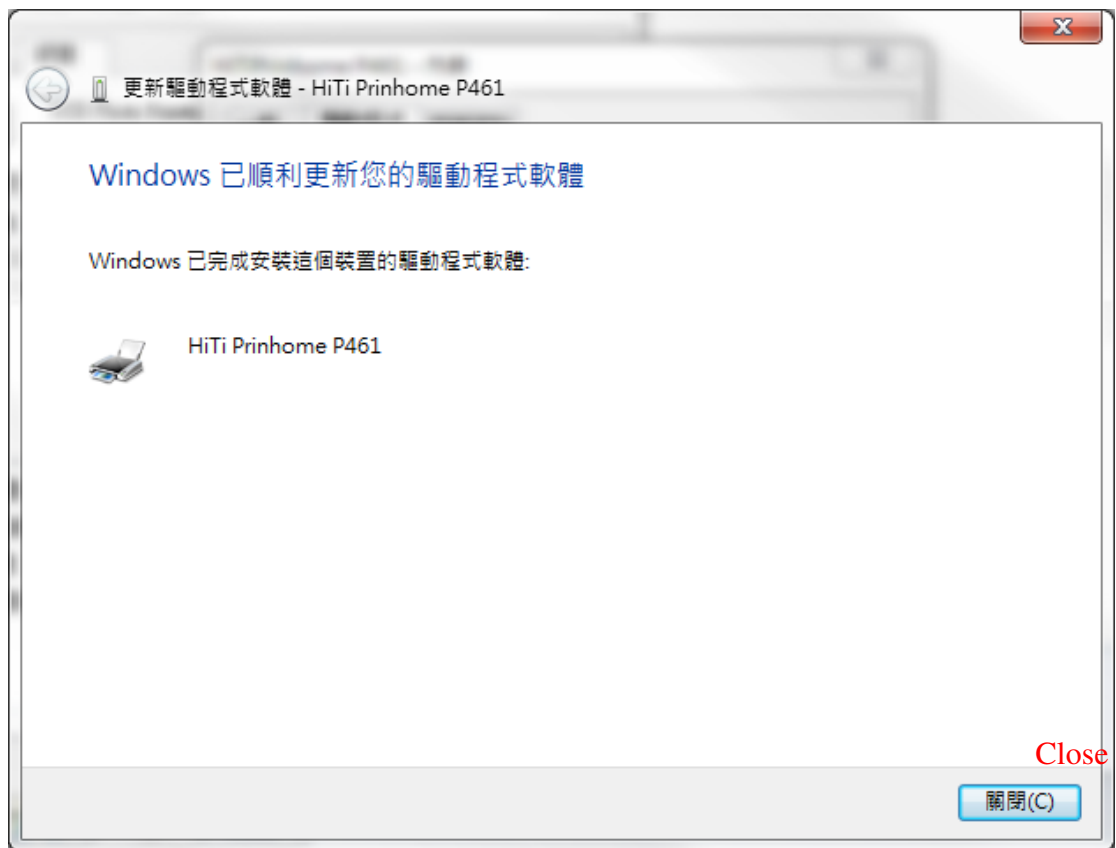
3. Get into 'Hardware > HiTi Prinhome P461 (model name is based on which printer model you installed to display here) > Properties'.



4. Get into 'Driver > Update Driver'.



5. Let printer update driver automatically till it completes update.



6. Go back to 'Control Panel > Hardware > Printers & Faxes'. HiTi Prinhome P461 is now successfully and correctly installed as a printer after the process of driver update.

