### **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.



HiTi P720L Properties	×
Setting Papers Color Tools About	
Color Preference	Color Adjustment       Brightness     Beset       45       Contrast
C B/W Regular Tone	Sharpness Only For Edge
Adjustment Manual C. None	Cyan 0 Magenta
✓ Pre <u>v</u> iew	[1.00

## 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.

拱 HiTi P720L Printing Preferences	
Setting Papers Color Tools About	
Position Calibration Entering the number of alignment bar which extends closest but not exceeding the paper edge.	Other Tools Status Checking the number of remaining ribbon
Part A 5 Test Chart Part B 6 Save	Disable Cleaning Mode           Clean Mode           Please use dedicated cleaning kit
A L 2 3 4 5 6 7 8 B C C C C C C C C C C C C C C C C C C	Color Chart Checking RGB performance of this printer Maintenance Info
	OK Cancel Apply

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
- $\Rightarrow$  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
- $\Rightarrow$  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.

	•	却表机读取
6x4/152x100mm		
5x7 / 127x178mm 6x8 / 152x203mm		
6x9 / 152x229mm 6x4-Snlit (6x2 2 prints)		
6x9-Split		
5x7-2UP 6x9-2UP		
打印方向		──」「打印份数:
打印方向 で	打印品质:	打印份数:

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

6x9-Split	•	Read From Printer
	• = •	Split feature is advised to upply if users compose mages via image editing software before printing.
	<b>*</b>	Carrier
C. Postolit	Print Quality:	Copies
Fordaic	Standard	· 1 ÷

(Page 200 and 200		Dead From Drinter
6x9-2UP		Read From Printer
	2UP autor autor arran how i selec	eature enables printer to natically compose and ge outputs, depending on nany digital images ted to be printed.
	<b>*</b>	
Prientation	Print Quality:	Copies
• <u>P</u> ortrait	Standard	· 1
<u></u>		

### 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\_5.1.0.3300.7z2) 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: <u>http://download.hiti.com/Files/EOL/S420\_v2.6.0.U1--UNIDRV.exe</u>
- 2) P510S/Si/L/K: http://download.hiti.com/Files/EOL/P510\_v3.4.0.26U--UNIDRV.exe
- 3) P720L: <u>http://download.hiti.com/Files/EOL/P720L\_v1.5.0.6U--UNIDRV.exe</u>

#### 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.

General Sharing Ports Ad	vanced Color Manage	ment Security		_		
Always available						
Available from 12	AM 00:	To 12:00	AM ×			
Priority: 1						
Driver: HiTi CS-310		•	New Driver			
Spool print documents s	o program finishes pr	inting faster				
Start printing after la	st page is spooled					
Start printing immed	liately					
Print directly to the print	er					
Hold mismatched docur	ments					
V Print spooled document	s first					
Keep printed documents	;					
Enable advanced printing	g features					
Printing Defaults	Print Processor	Separa	ator Page			
	OK	Canaal	Apply			
	UK	Cancer	мрріу			
				)		
						X
) 🖉 🍓 🕨 Control Panel 🕨 Harc	dware and Sound → Devices	and Printers	•   fg	Search Devices and	Printers	×
Add a device Add a printer Sec	dware and Sound + Devices e what's printing Print se	and Printers erver properties	✓ <sup>€</sup> Remove device	Search Devices and	Printers	× م
Add a device Add a printer Set	dware and Sound > Devices e what's printing Print se Ins and information from the	and Printers erver properties Internet. Click to cha	← ← ← ← ← ← ← ← ← ←	Search Devices and	Printers	х Р 0 х
Add a device Add a printer See Windows can display enhanced device ico Devices (5)	aware and Sound > Devices e what's printing Print se uns and information from the USB Mouse	and Printers erver properties Internet. Click to cha USB Reader	▼ 49 Remove device singe VG2021m	Search Devices and	Printers	х Р 20 х
Add a device Add a printer See Vindows can display enhanced device ico • Devices (5) EZIODPU Smart Card Reader • Printers and Faxes (3)	tware and Sound > Devices e what's printing Print se ns and information from the USB Mouse	and Printers ever properties Internet. Click to che USB Reader	▼ 49 Remove device ange           VG2021 m	Search Devices and	Printers	Я Р Х
Add a device Add a printer Se Windows can display enhanced device ico Devices (5) EZ100PU Smart Card Reader Printers and Faxes (3) Fax Fax	Aware and Sound → Devices e what's printing Print se ins and information from the USB Mouse USB Mouse See what's printing Set as default printer Printing preferences Printer properties Create checkert	and Printers erver properties Internet. Click to cha USB Reader	▼ 49 Remove device ange           VG2021 m	Search Devices and	Printers	
Add a device Add a printer Se Mindows can display enhanced device ico Devices (5) EZ100PU Smart Card Reader Printers and Faxes (3) Fax Fax Unspecified (4)	tware and Sound → Devices e what's printing Print se e what's printing Print se e what's printing Printse USB Mouse See what's printing Set as default printer Printer properties Create shortcut Troubleshoot	and Printers erver properties Internet. Click to che USB Reader	v 49 Remove device ange VG2021m	Search Devices and	Printers	
Add a device Add a printer Se Mindows can display enhanced device ico Devices (5) EZIONPU Smart Card Reader Printers and Faxes (3) Fax Unspecified (4)	Aware and Sound → Devices e what's printing Print se ins and information from the USB Mouse See what's printing Set as default printer Printer properties Create shortcut Troubleshoot Remove device	and Printers erver properties Internet. Click to cha USB Reader	▼ 49 Remove device snge VG2021m	Search Devices and	Printers	
Add a device Add a printer Se Mindows can display enhanced device icc Devices (5) EZIODPU Smart Card Reader Printers and Faxes (3) Fax JUnspecified (4)	dware and Sound → Devices         e what's printing         Print se         use         <	and Printers erver properties Internet. Click to che USB Reader	v 49 Remove device ange VG2021m	Search Devices and	Printers	
Add a device Add a printer Se Mindows can display enhanced device icc Devices (5) EZIODPU Smart Card Reader Printers and Faxes (3) Fax HITI CS-33 Unspecified (4)	Aware and Sound ➤ Devices e what's printing Print se ins and information from the USB Mouse V See what's printing Set as default printer Printer properties Create shortcut Troubleshoot Remove device Properties	and Printers erver properties Internet: Click to cha USB Reader	F 49 Remove device ange VG2021m	Search Devices and	Printers	

## 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

★ (•) • • • • • • • • • • • • • • • • • •	Control Panel\Hardware and Sound >	Control Panel      Control Panel      Control Panel      Device Manage      to or other media automatically      anage audio devices      ret buttons do      ge when the computer sleeps      reen resolution	P
---	------------------------------------	--	---

Find the folder you have the driver and press next.

€	Update Driver Software - HiTiHiTi CS-200e
	Browse for driver software on your computer
	Search for driver software in this location:
	C:\Users\sw\Desktop\2.3.0.14 V Browse
	nclude subfolders
	Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
	<u>N</u> ext Cancel

Confirm the installation as below



Complete.

	×
📀 🧕 Update Driver Software - HiTi CS-200e	
Windows has successfully updated your driver software Windows has finished installing the driver software for this device:	
	<u>C</u> lose

#### 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'.

3 USB Photo Pr	rinter - 內容	×
一般 硬體	Hardware	
USB USB	Photo Printer	
装置功能:		
名稱		類型 Other Device
HiTiPrinho	ome P461	其他裝置
₩ USB УЦЦІ.	z.1⁄z	2田/177792里
~ 鞍直切舵搁置 制建商:	安全	
· 位置:	在USB 列印支援	
¥置狀態:	這個裝置操作正常。	Properties
		内容(R)
	確定	<b>取消</b> 套用(A)

4. Get into 'Driver > Update Driver'.

HiTiPrinhome P461 - 內容 Driver
一般 驅動程式 詳細資料
HiTiPrinhome P461
驅動程式提供者: 無法辨識
驅動程式日期: 無法使用
驅動程式版本: 無法使用
數位簽署者: 未經過數位簽署
驅動程式詳細資料(I) 檢視關於驅動程式檔案的詳細資料。 Update Driver
更新驅動程式(P)更新這個裝置的驅動程式軟體。
回復驅動程式(R) 如果裝置在更新驅動程式後失敗,回復到之前安裝的驅動程式。
停用(D) 停用所選裝置。
解除安裝(U) 解除驅動程式安裝 (進階)。
確定 取消

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

	☑ 更新驅動程式軟體 - HiTi Prinhome P461
1	Windows 已順利更新您的驅動程式軟體
	Windows 已完成安裝這個裝置的驅動程式軟體:
	HiTi Prinhome P461
1	
	Close
	[開閉(C)]

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.

