



# INSTRUCTIONS FOR INSTALLING TE PRINTER DRIVERS - WINDOWS 10

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## 1. SCOPE

The aim of this document is to provide a basic user guide for the installation of TE Connectivity (TE) printer drivers<sup>1</sup> on Windows Operating Systems (OS) 10<sup>2</sup>.

This document is not intended as a complete guide to all functionality of TE printer drivers.

Information pertaining to how to run and install Windows drivers is assumed.

This document will not answer all installation problems yet to be encountered.

All through the installation process selecting “Cancel” or “Exit” (which ever applicable) on the dialogs will terminate the installation procedure.

It is essential that the user has full administrator privileges in order to install TE printer drivers.

TE accepts no liability for data lost during the installation process.

## 2. PRINTER DRIVER INSTALLATION

Prior to the attachment of any printer to the Personal Computer (PC)/Laptop it is imperative that a Windows Driver for the intended printer is installed on the device.

The TE Printer Driver is available for download from the Label and Printing Software Download page: [www.te.com/wintotal](http://www.te.com/wintotal)

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<sup>1</sup> The TE Printer Driver is dual branded software between TE Connectivity and NiceLabel /EuroPlus d.o.o, see Figure 81.

<sup>2</sup> For Windows XP installation refer to TE Document 411-121010 revision 2. For Windows 7 & 8 installation refer to TE Document 411-121010 revision 3.



## Software and Firmware Download Packages

[Wintotal - Version 6 \(latest revision\)](#)  
Software - 14 days trial evaluation (Demo)

[Wintotal - v5.4.04](#)  
Software - 14 days trial evaluation (Demo)

[TE Firmware](#)  
For Printers T3212 & T3224

[TE Firmware](#)  
For Printers - T2000CT, TE3112, TE3124 & T6112DS

[TE Firmware](#)  
For Printer - T200 IDENT

[TE Firmware](#)  
Updater tool (USB Only)

[Drivers \(latest revision\)](#)  
[TE Printer Driver](#)

Figure 1 - Driver Download link

The installation files from the TE download page are in .zip format and must be extracted before use. Once extracted it is recommended that the user browses into the TE\_Drivers folder and the user right-clicks the PrnInst.exe application and selects "Run as administrator".

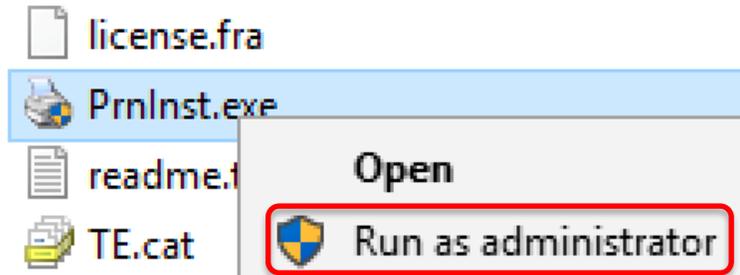


Figure 2 - Download Installation

The TE Driver is also on the Compact Disk (CD) that accompany TE printers.



### 2.1. CD Installation<sup>3</sup>

Insert the CD into the PC; the application should automatically start (permission may be required).

If the application does not auto-start, browse the CD and run the Start.exe file.

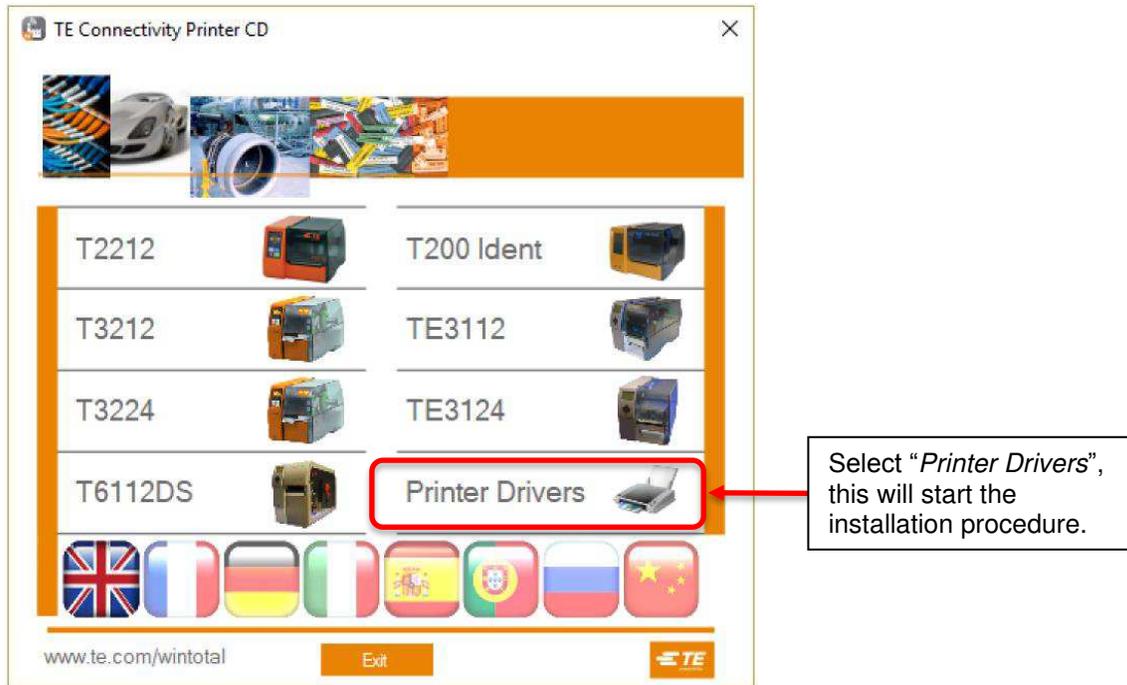


Figure 3 - Printer CD Installation Dialog

<sup>3</sup> Only applicable if the user is installing the software from CD and not via download



## 2.2. Driver Installation

Upon running the TE Printer Driver download or CD installation, a “Welcome” dialog opens, selecting “Next” continues the installation. Selecting “Exit” on any of the dialogs terminates the installation.

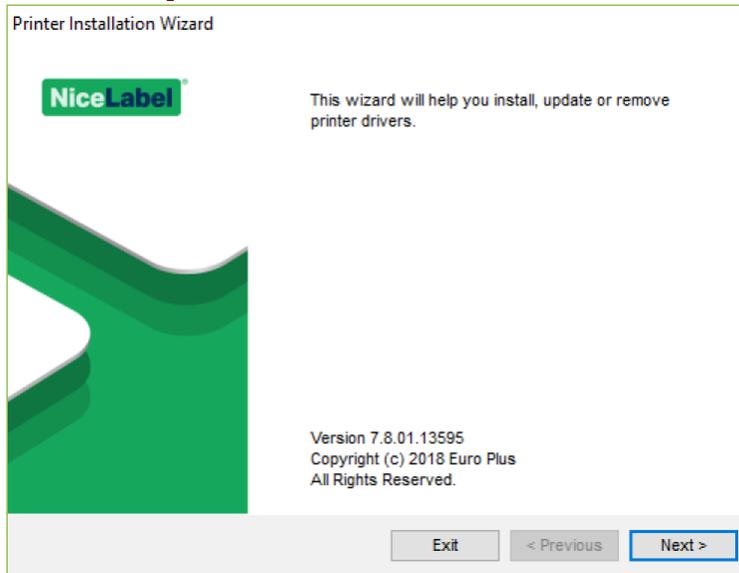


Figure 4 - Welcome dialog

The “Installation Options” dialog opens; unless the user knows they already have the desired printer driver/port installed TE recommends selecting the “Install Printer Driver” option.

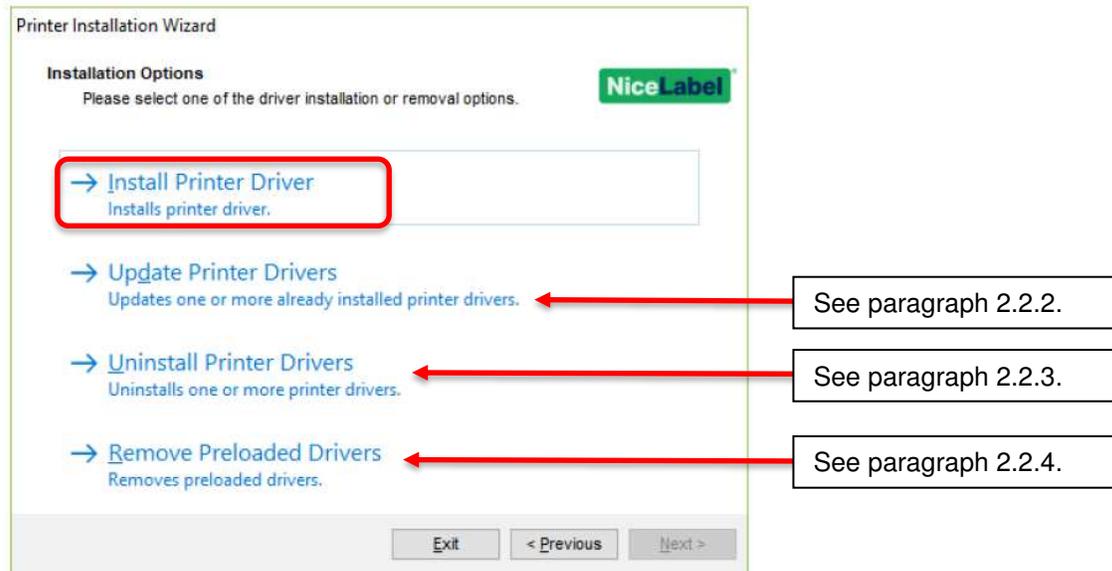


Figure 5 - Installation Options



During installation there is the potential that Windows Security will request user authorisation to continue the installation. Selecting “Install” will continue the process.

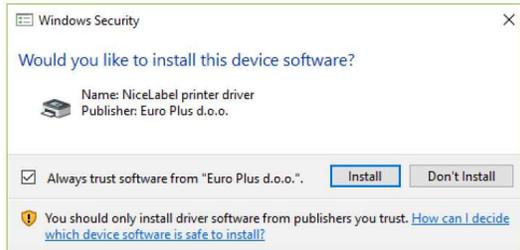


Figure 6 - Windows Security

### 2.2.1. Install Printer Drivers

If the user selected the “Install Printer Driver” option the End User License Agreement will be displayed. The user must accept the terms in the license agreement before being able to proceed.

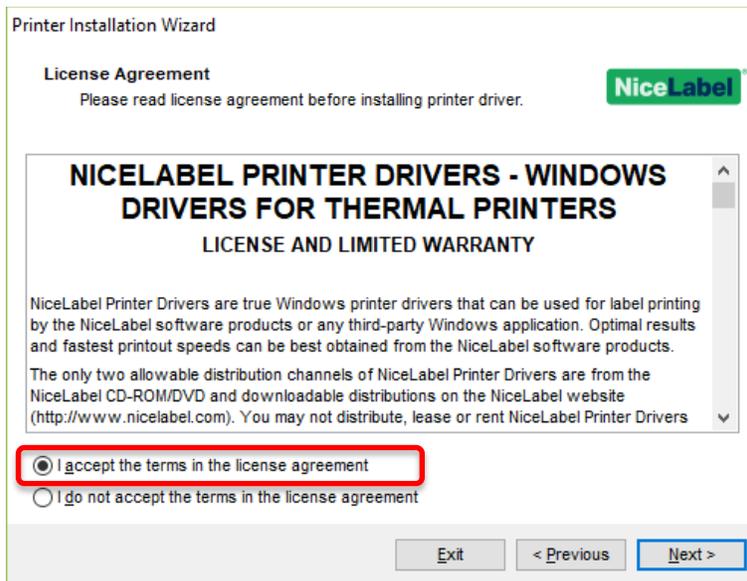


Figure 7 - End User License Agreement



The "Select Port" dialog opens giving the user the option of selecting the port the printer is connected to. Select the port to install to and go to relevant paragraph.

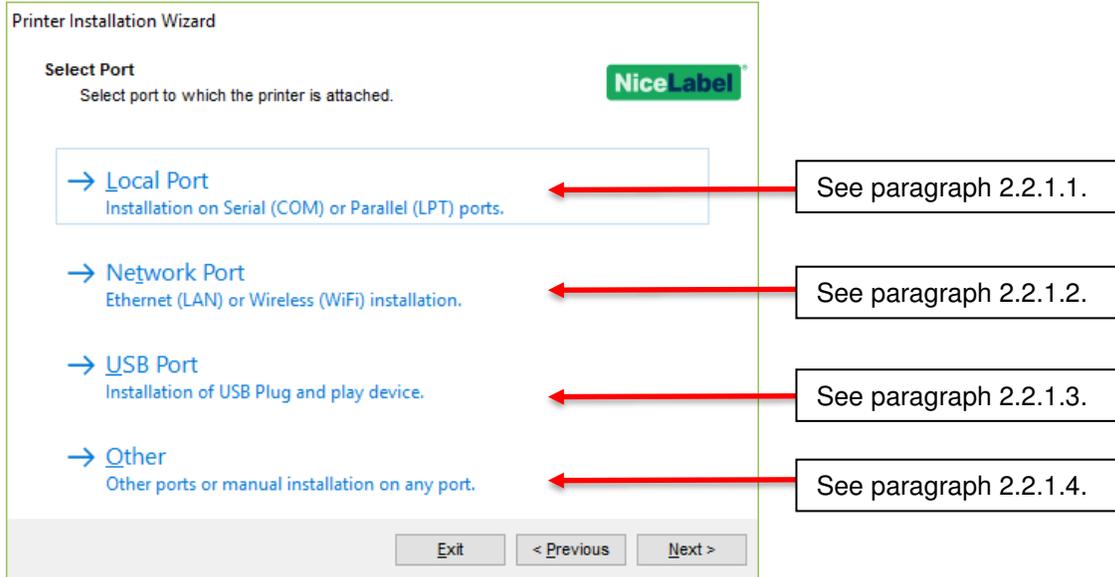


Figure 8 - Select Port

### 2.2.1.1. Local Port

On selecting "Local Port" the "Select Printer" dialog opens. Select printer to be installed and select "Next".

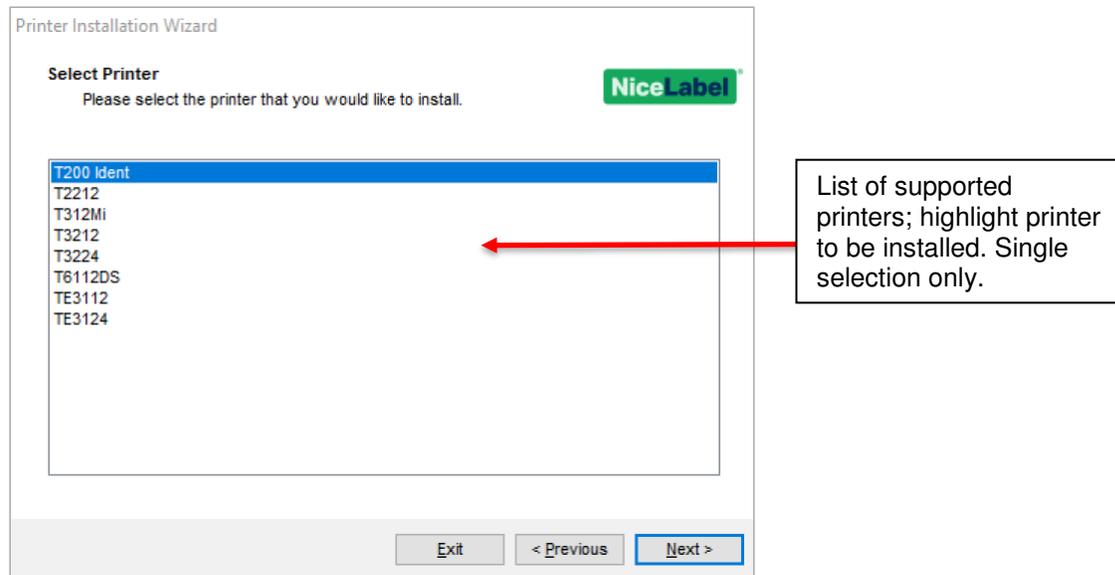
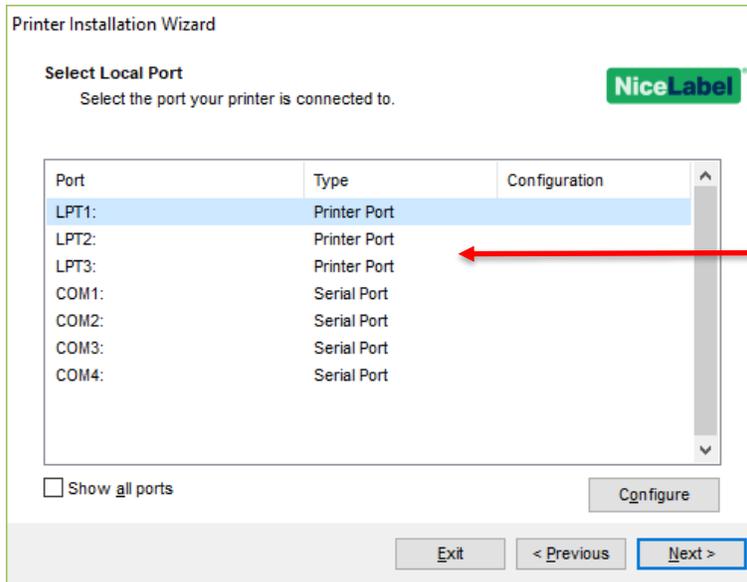


Figure 9 - Select Printer



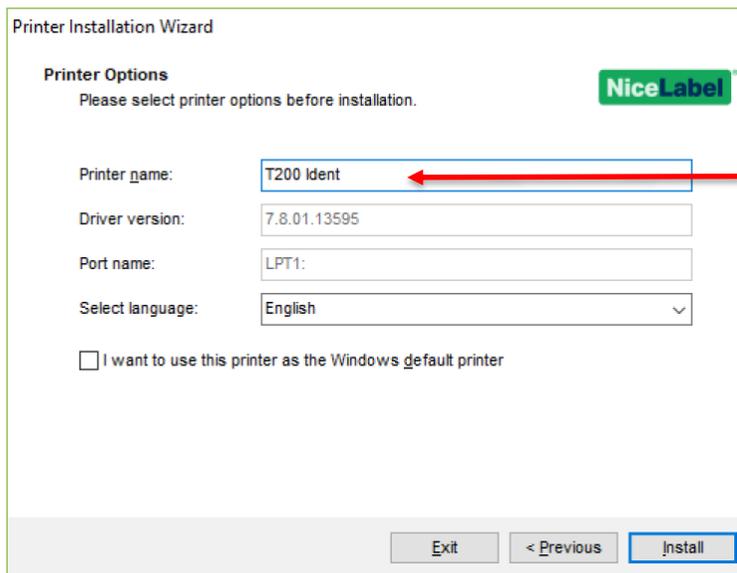
Select the local port to assign printer and select “Next”.



List of local ports; highlight port, printer to be installed to.

Figure 10 - Select Local Port

The “Printer Options” dialog allows the user to change the printer name<sup>4</sup>, select installation language and set the printer as the Windows default printer.



Default printer name; can be edited by the user.

Figure 11 - Printer Options

Selecting “Install” starts the installation process.

<sup>4</sup> Changing the printer name allows the user to add specific identifiers if there are multiple installations of the same printer model on the host PC.

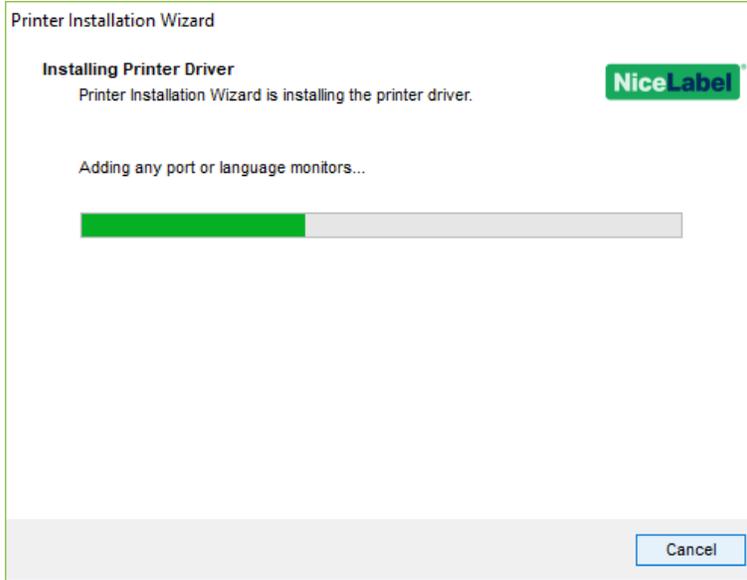


Figure 12 - Install Printer Driver

When installation is complete “Summary” dialog opens giving the user a message if the installation was successful.

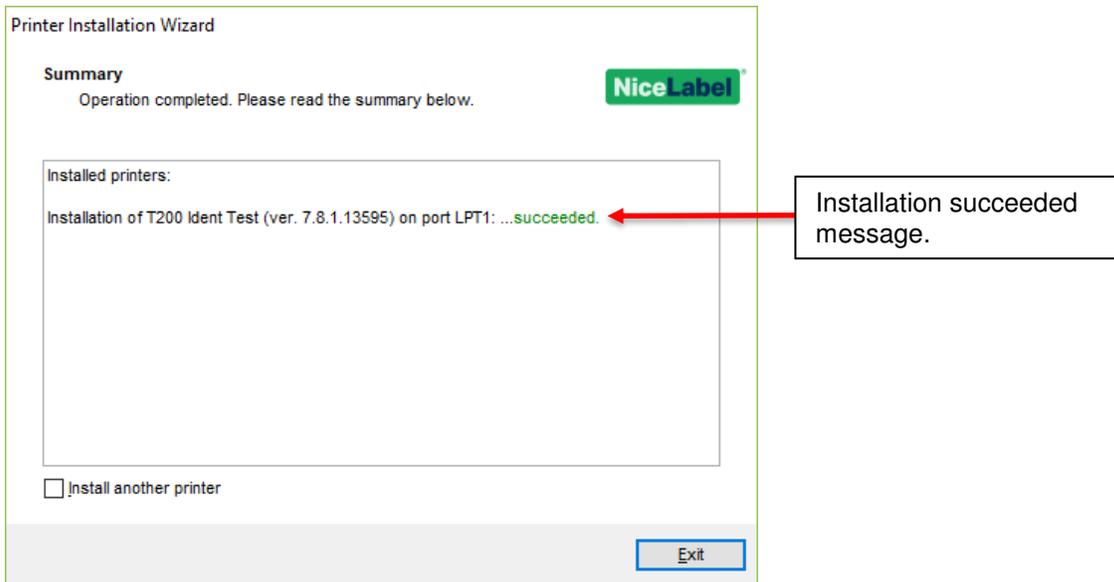


Figure 13 - Summary<sup>5</sup>

<sup>5</sup> Note – printer installation name edited to include “Test” after default name.



### 2.2.1.2. Network Port

On selecting “Local Port” the “Select Printer” dialog opens. Select printer to be installed and select “Next”.

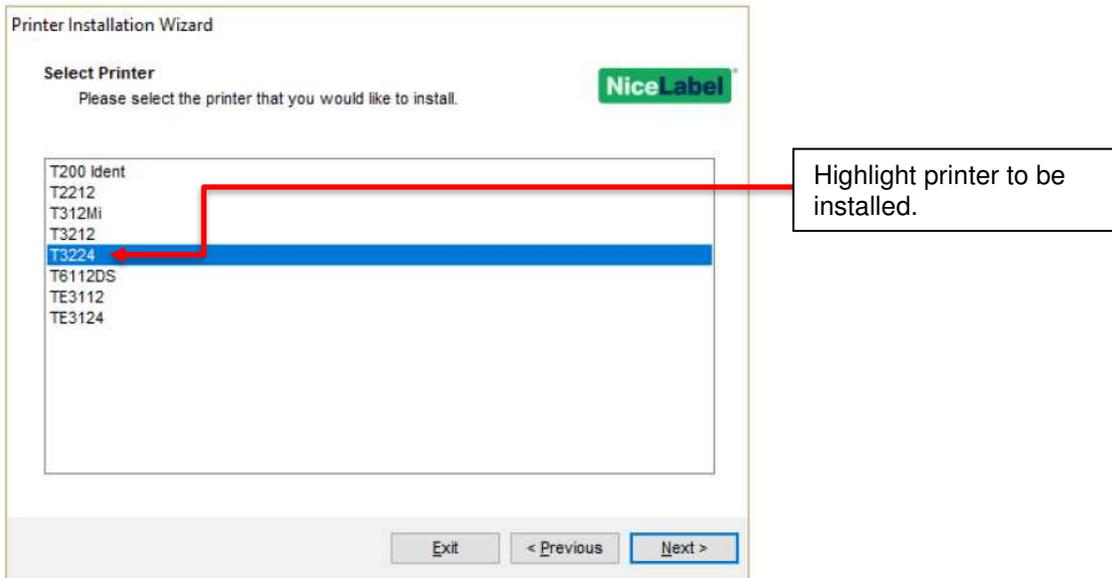


Figure 14 - Select Printer

The “Select Network Post” dialog lists all Printer, Serial and Local ports on the host PC.

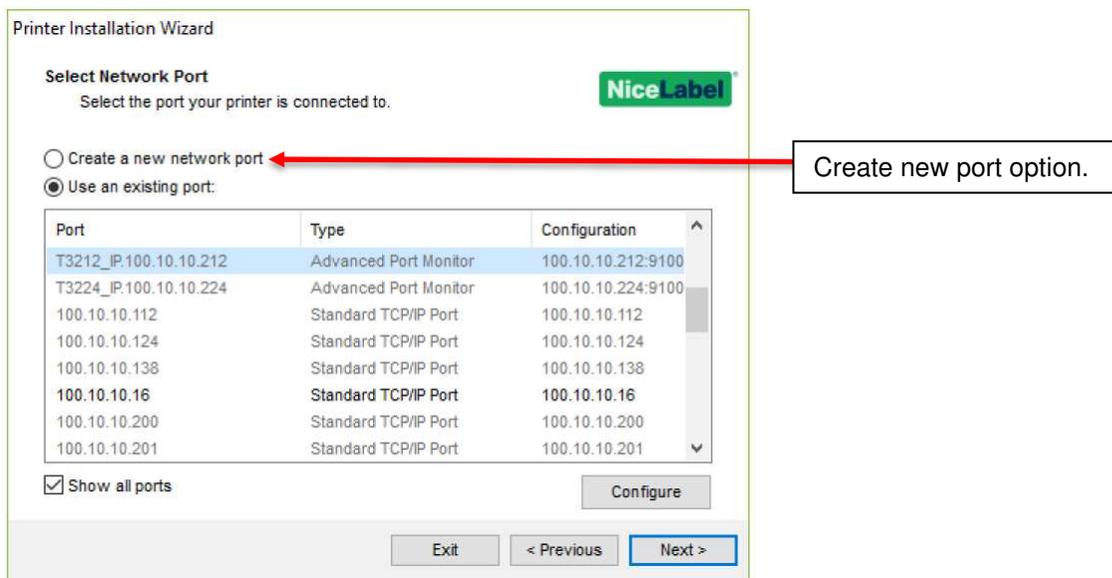


Figure 15 - Select Network Port<sup>6</sup>

<sup>6</sup> Note – Inactive ports will be disabled/ “greyed out.”



If the network port to use has already been created select the required port and select “Next”. There is a potential that contention between printers can occur.

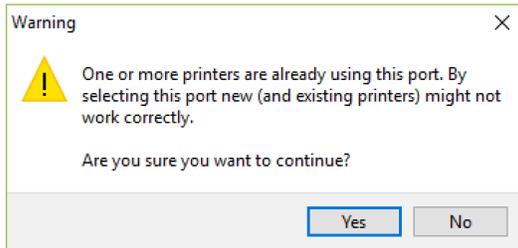


Figure 16 - Printer contention

Continue and the process will complete via “Printer Options” and “Installation” as illustrated in Figures 11, 12 & 13.

If a network port needs to be created, select the “Create a new network port” option and select “Next”, the “Add Network Port” dialog opens.

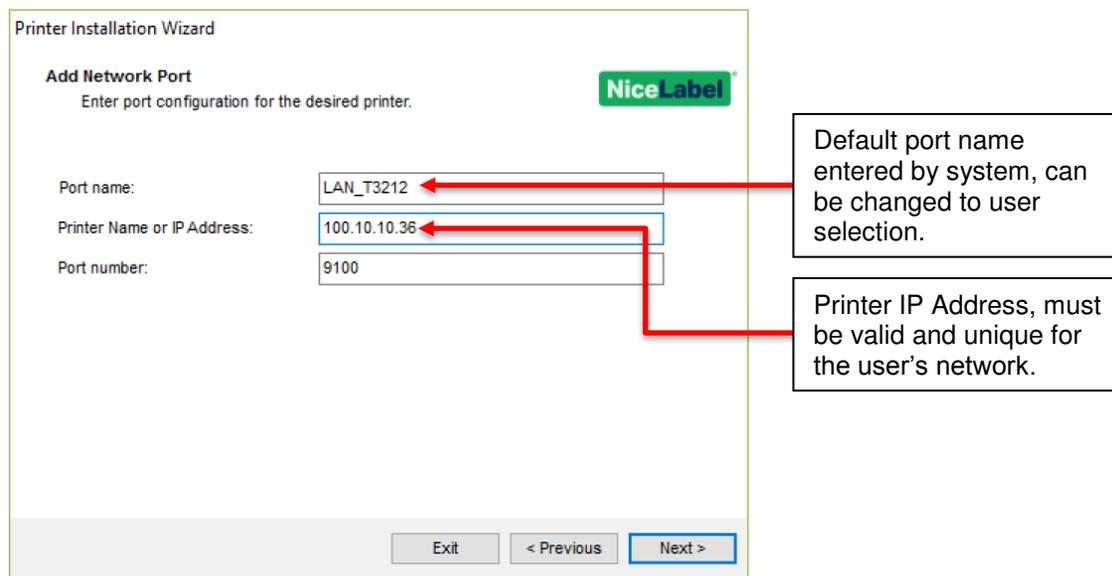


Figure 17 - Add Network Port

Selecting “Next” opens the “Printer Options” dialog, this allows the user to change the printer name<sup>7</sup>, select installation language and set the printer as the Windows default printer.

<sup>7</sup> Changing the printer name allows the user to add specific identifiers if there are multiple installations of the same printer model on the host PC.

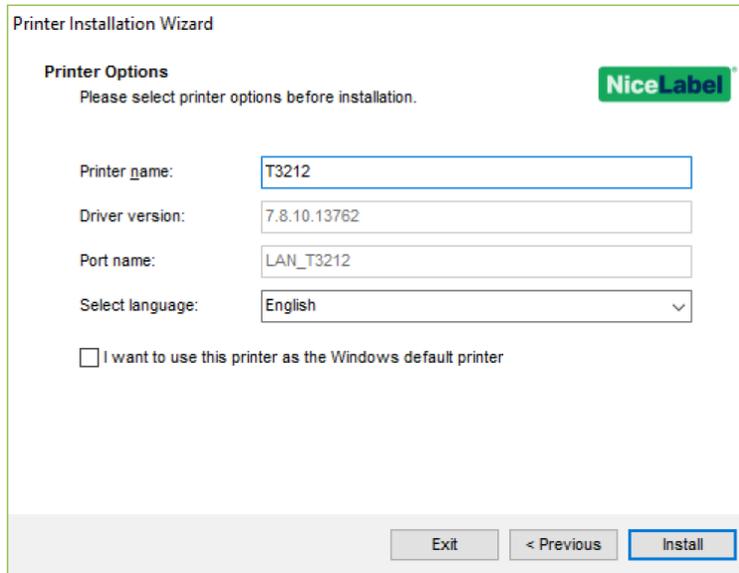


Figure 18 - Printer Options

If the user is running a 64-bit Operating System (OS) there may appear a warning dialog telling the user that SysWow64.exe process is running and to save any unsaved data. TE recommends the user to save open documents and close all nonrelated applications before proceeding.

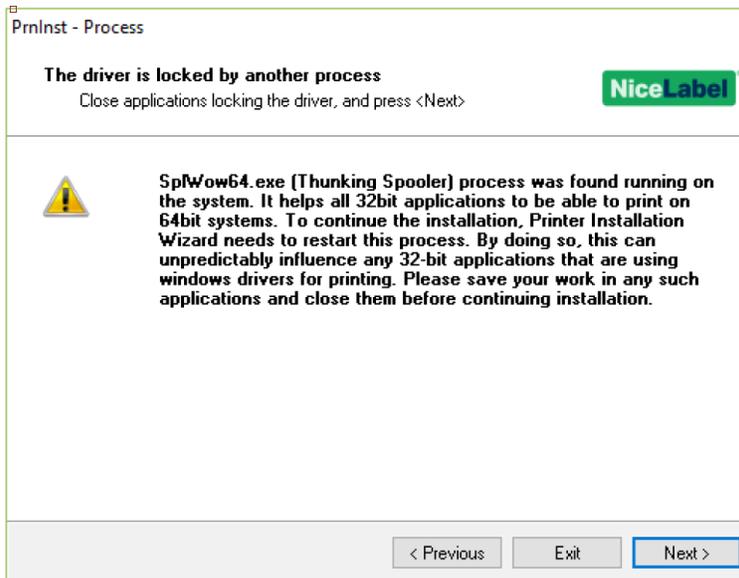


Figure 19 - SysWow64 Warning

After clicking “Next” the installation procedure restarts SpIWWow64.exe process to unlock the printer driver.



The printer driver installation may also be locked by another process. With locked drivers present, the following options are available:

- Close the applications that are locking the printer driver.
- Stop the installation and restart the computer. After restarting, repeat the installation procedure.
- If closing the application window has no effect, use Task Manager to end the tasks.
- Continue with the installation. New files are copied – installation is complete after restarting the computer.

TE recommends the user to save open documents and close all nonrelated applications before proceeding. If the process is still blocked the user can “*Ignore*” the block and force the installation to continue.

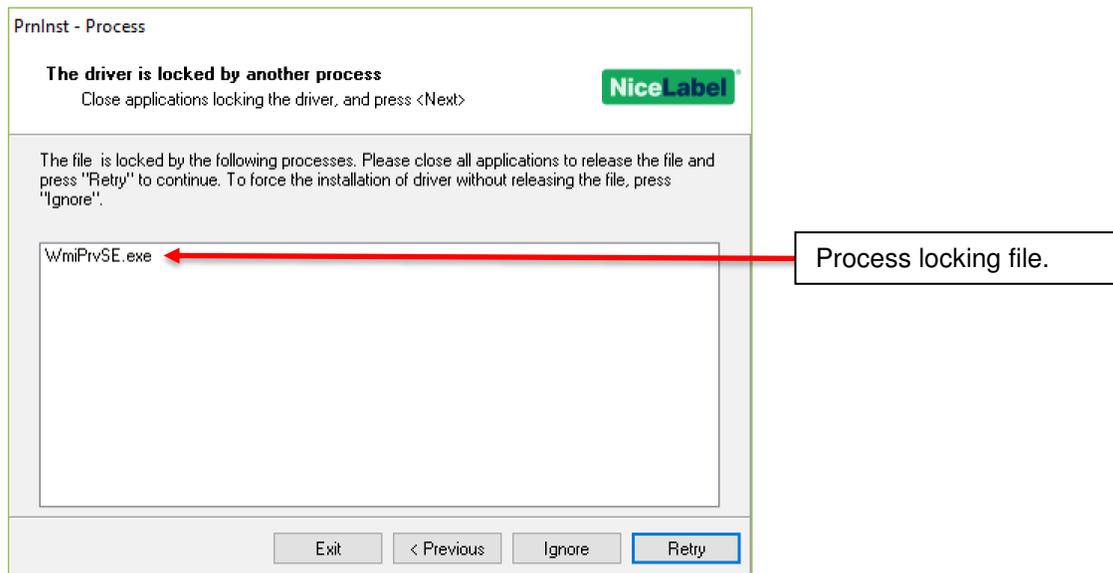


Figure 20 - Driver Blocked

If a process has been halted or ignored an information dialog may open telling the user to carry out a restart to reboot the process.

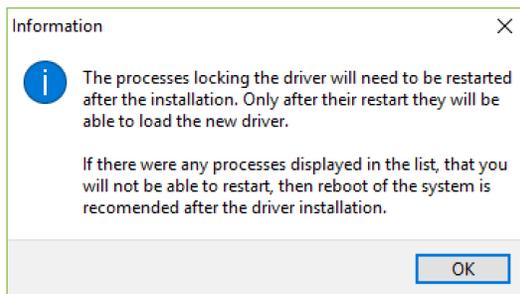


Figure 21 - Reboot Information

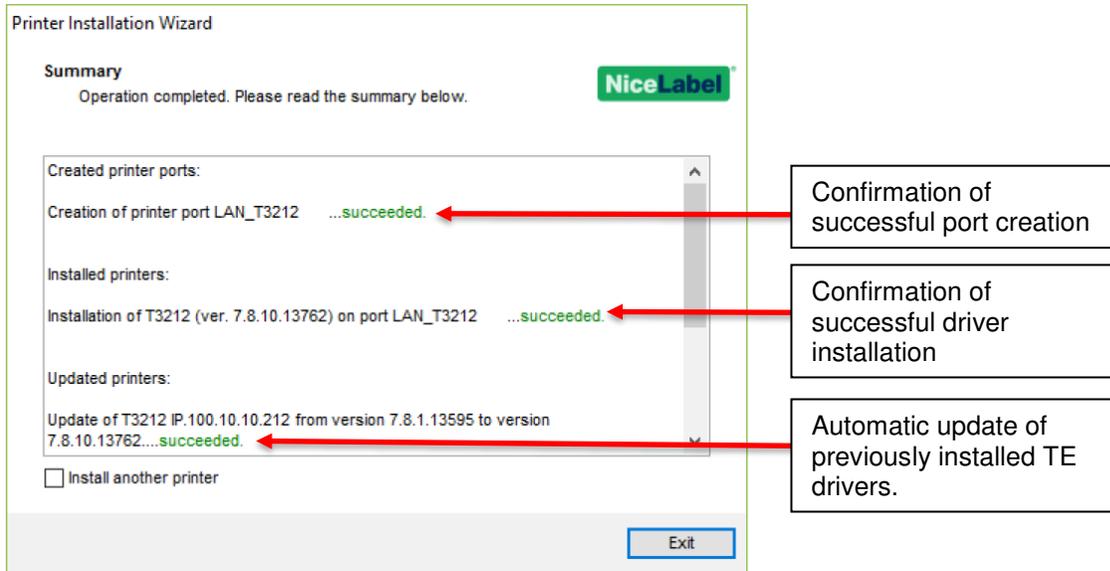


Figure 22 - Installation Summary

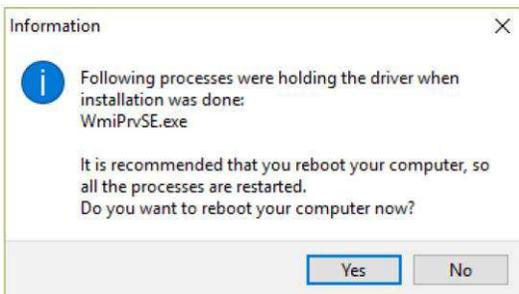


Figure 23 - Reboot Information

If the driver has been locked, a process halted or ignored an information dialog opens to tell the user to reboot the PC.



### 2.2.1.3. USB Port

On selecting “USB Port” the “Detect USB Printer” dialog opens. The “Detect USB Printer” waits for the user to connect a USB printer.

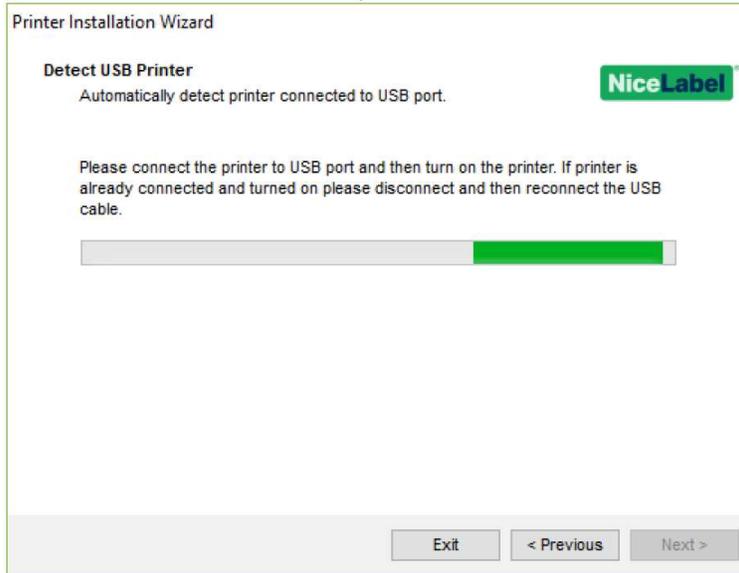


Figure 24 - Detect USB Printer

Once the printer is connected to the USB, if the installation program identifies the printer the “Printer Options” dialog opens. The “Printer Options” dialog allows the user to change the printer name<sup>8</sup>, select installation language and set the printer as the Windows default printer.

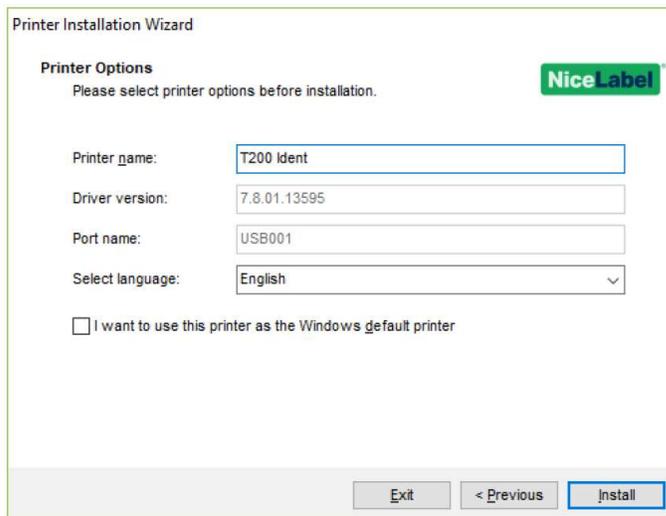


Figure 25 - Printer Options

<sup>8</sup> Changing the printer name allows the user to add specific identifiers if there are multiple installations of the same printer model on the host PC.



If the installation program detects the USB but fails to identify the printer the “Select Printer” dialog opens.

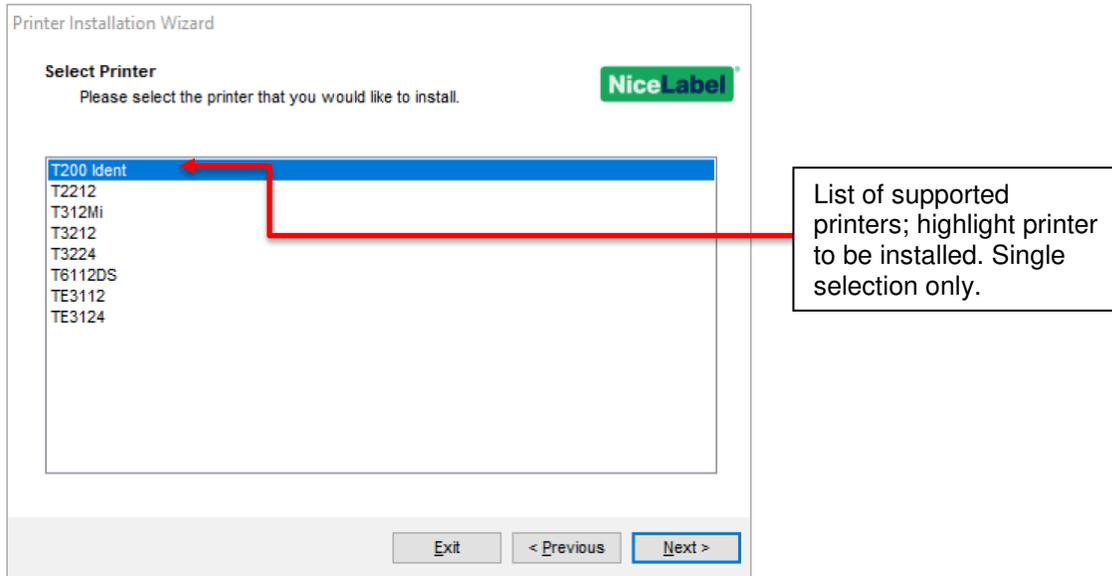


Figure 26 - Select Printer

If the user is trying to install multiple instances of the same printer a dialog will warn the user.

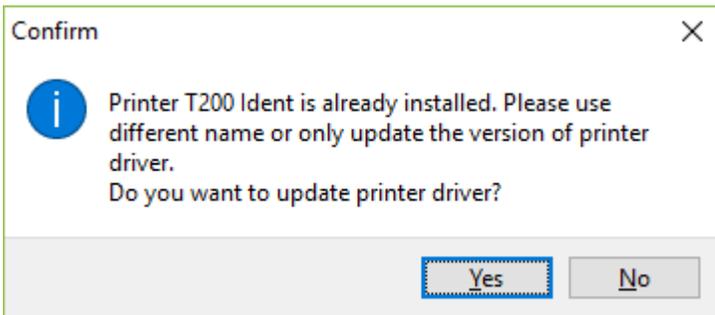


Figure 27 - Multiple Names

Selecting “Yes/Install/Next” initialises the installation process.

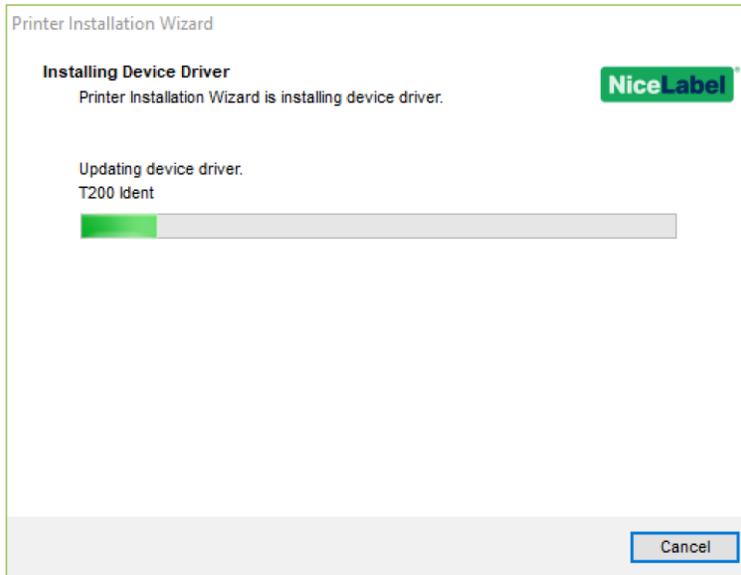


Figure 28 - Installing Device Driver

If the installation process detects no issues the installation will complete and the “Summary” dialog will open.

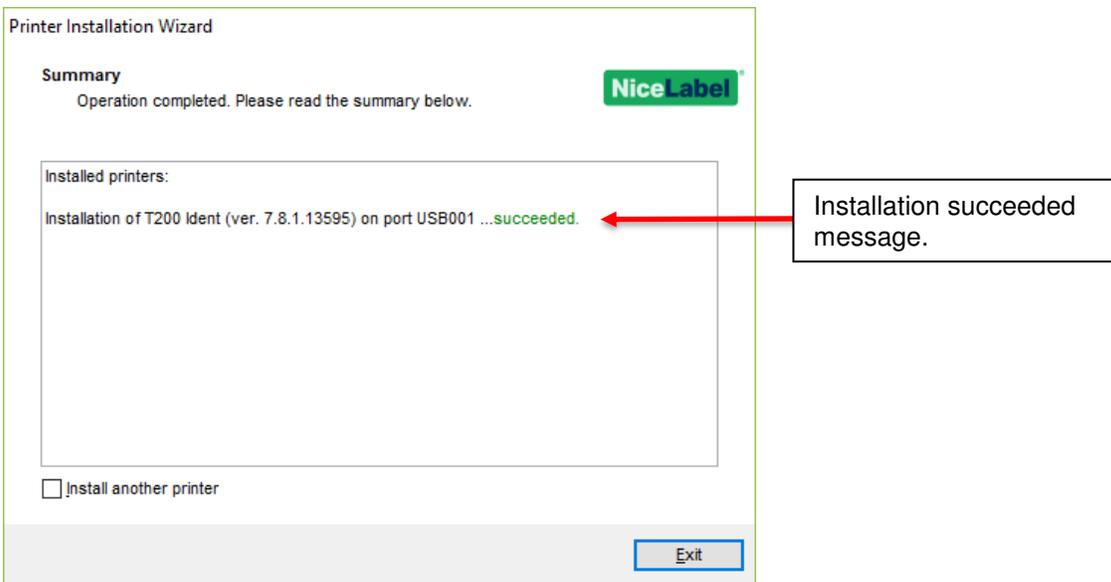
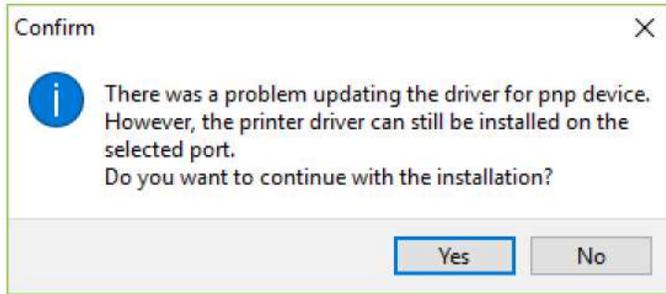


Figure 29 - Summary

If the installation procedure detects an issue a warning dialog will open; the user can either continue or terminate the installation.



If the user continues the installation will complete and the “*Summary*” dialog will open.

If the user terminates the dialog the “*Summary*” dialog will open stating installation failed.

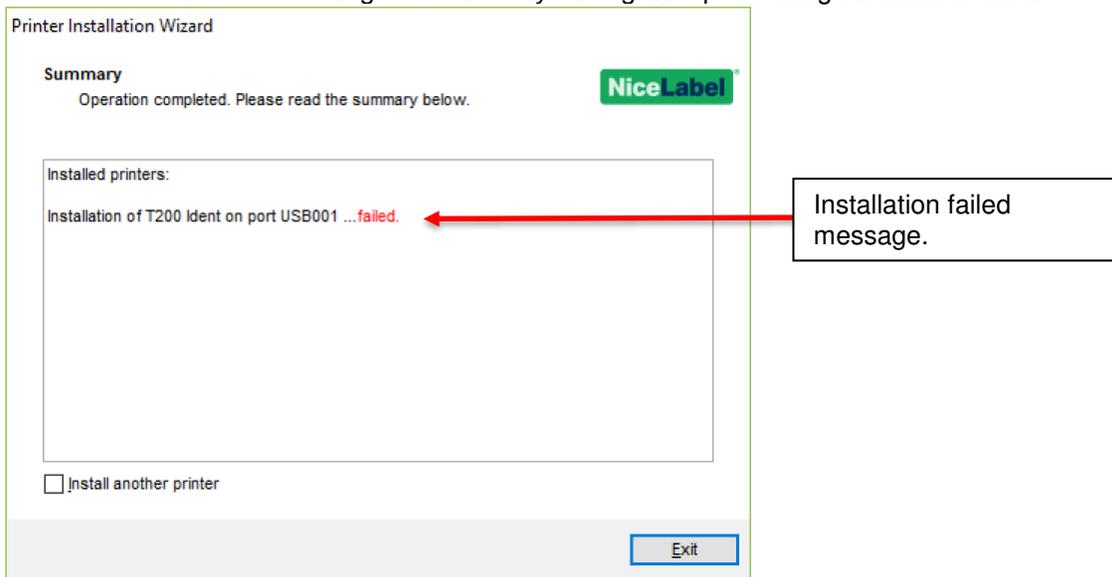
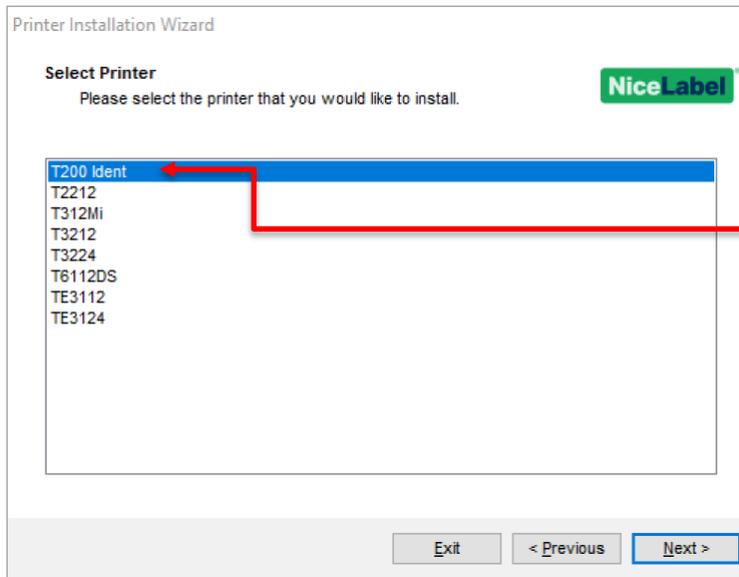


Figure 30 - Summary

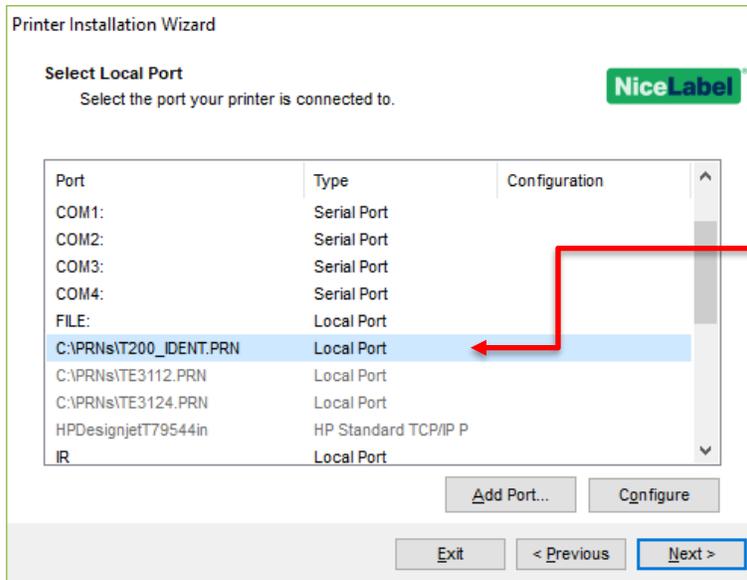
#### 2.2.1.4. Other Port

On selecting “*Other Port*” the “*Select Printer*” dialog opens. Select printer to be installed and select “*Next*”.



Highlight printer to be installed.

Selecting "Next" opens the "Select Local Post" dialog; this lists all User Defined, Serial and Local ports on the host PC.



List of all local ports (includes user defined PRN file definitions); highlight port, printer to be installed to.

Figure 31 - Select Local Port

The user has the options to continue with the installation or "Add Port" or "Configure" an existing port.

Selecting "Add Port" opens a "TCP/IP Port Configuration" dialog. If a user wants to add a Network port TE recommends using the Network Port installation, see paragraph 2.2.1.2. The user must close this dialog before installation can be continued.

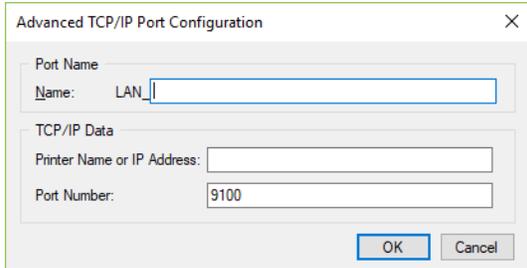


Figure 32 - TCP/IP Configuration

If the user selects “Configure”, dependent on the current port selected the user may be offered setting the Transmission Retry time or nothing. The user must close this dialog before installation can be continued.

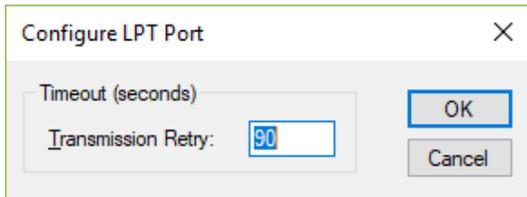
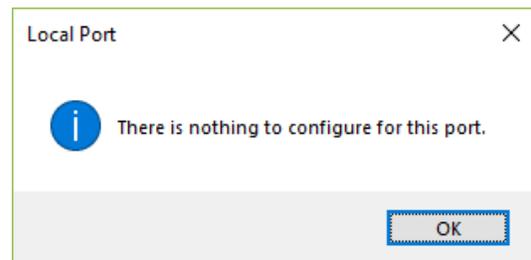


Figure 33 - Port Configuration



Selecting “Next” causes the Printer Options dialog to open.

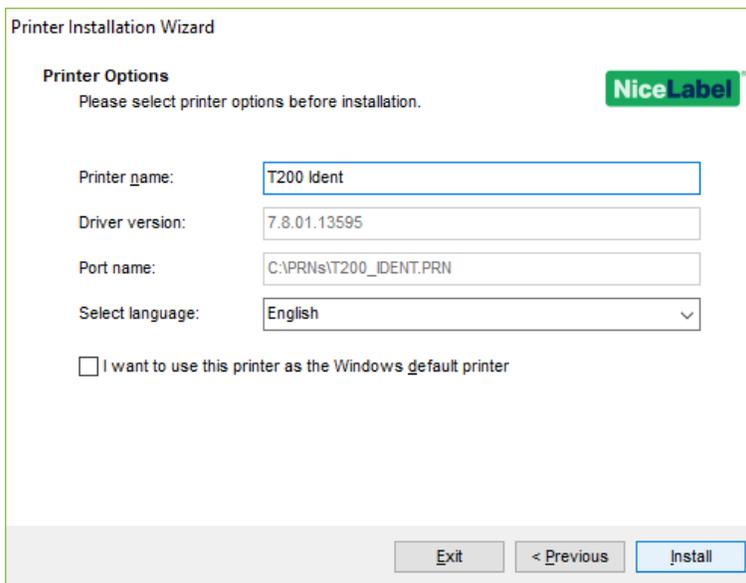


Figure 34 - Printer Options



If the user is trying to install multiple instances of the same printer a dialog will warn the user.

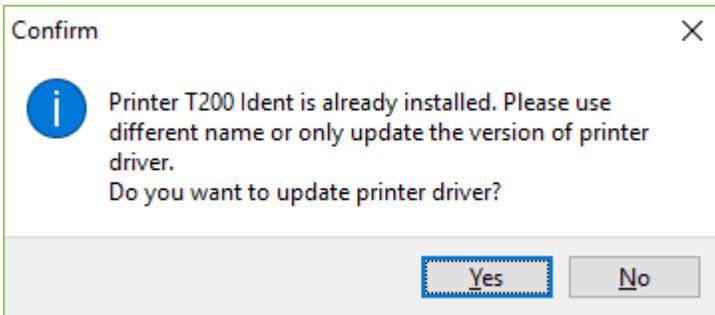


Figure 35 - Multiple Names

Selecting “Yes/Install” initialises the installation process.

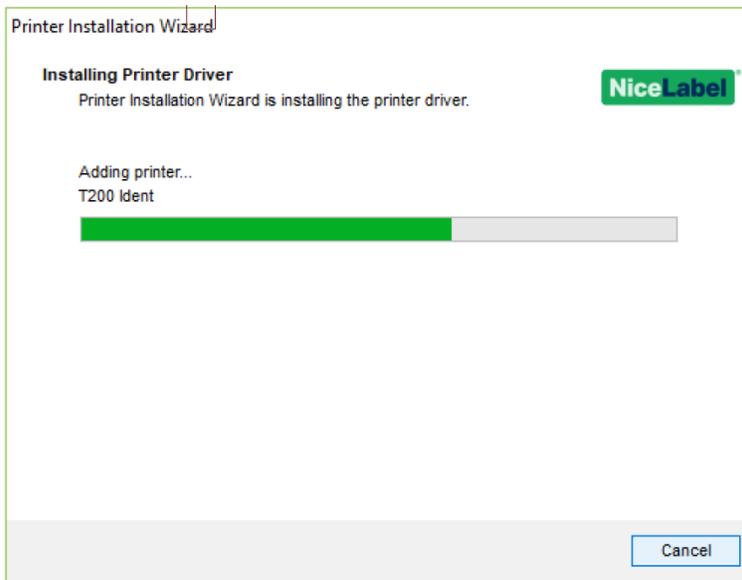
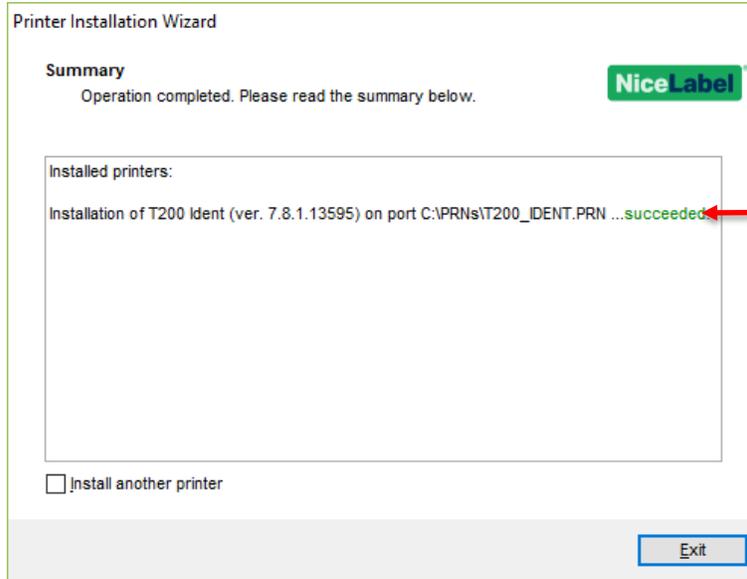


Figure 36 - Installing Printer Driver

If the installation process detects no issues the installation will complete and the “Summary” dialog will open.

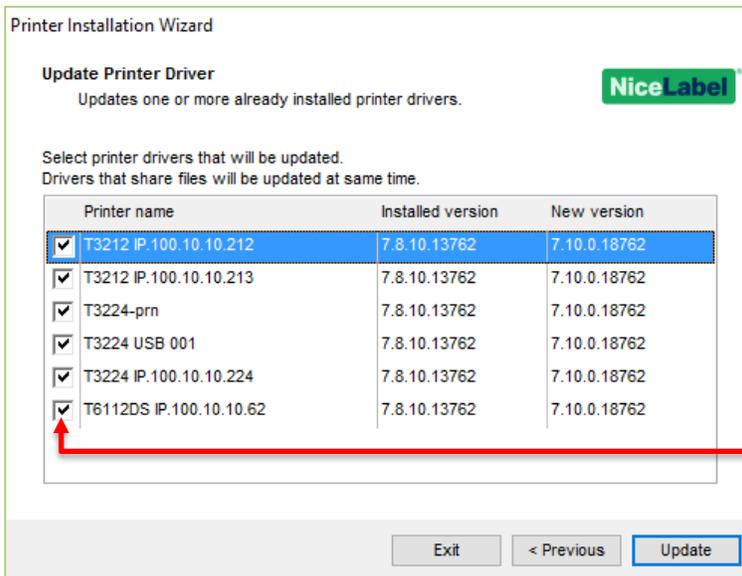


Installation succeeded message.

Figure 37 - Summary

### 2.2.2. Update Printer Driver

When “Update Printer Driver” is selected, the host PC reviews all printers installed and determines if the driver can be updated.



Printers to update, by default all entries ticked.

Figure 38 - Update Printer Driver<sup>9</sup>

By default, all printers are selected and the drivers for all the selected printers will be updated. Selecting “Update” starts the installation of the new printer driver.

<sup>9</sup> New version in figure does not exist.

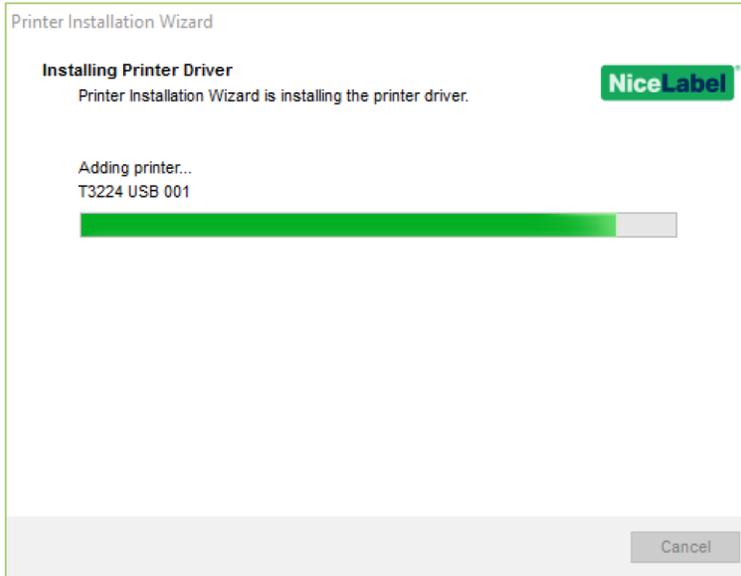


Figure 39 - Installing Printer Driver

Updating of drivers is confirmed in the “Summary” dialog.

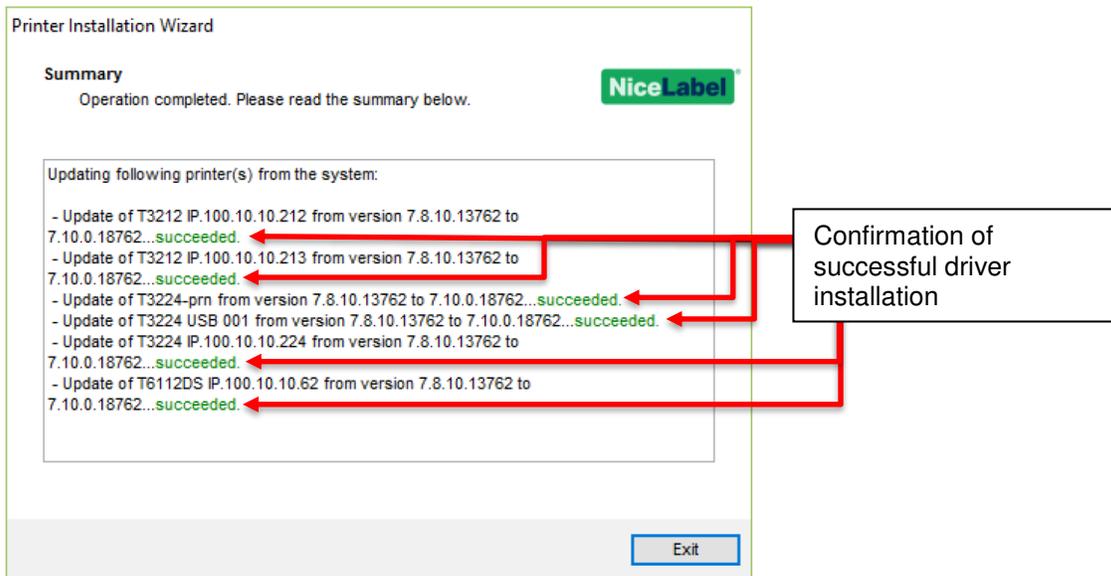


Figure 40 - Summary

### 2.2.3. Uninstall Printer Drivers

Selecting “*Uninstall Printer Drivers*”, the host PC enumerates the installed printers and gives the user a list to select which printer to uninstall.

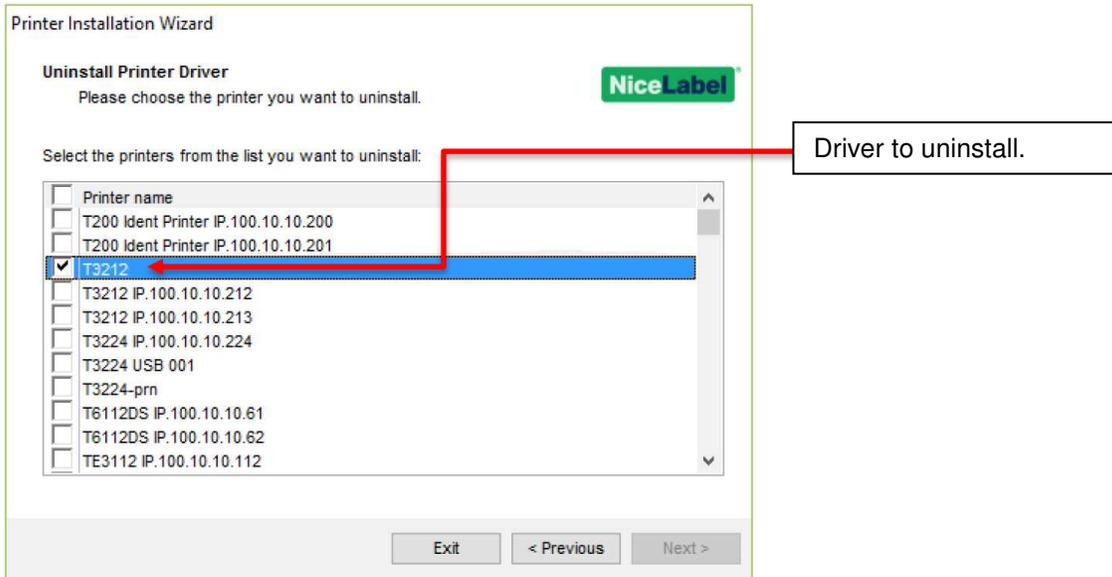


Figure 41 - Uninstall Printer Driver

The user selects the printers to uninstall and selecting “Next” starts the removal process for deleting printers.

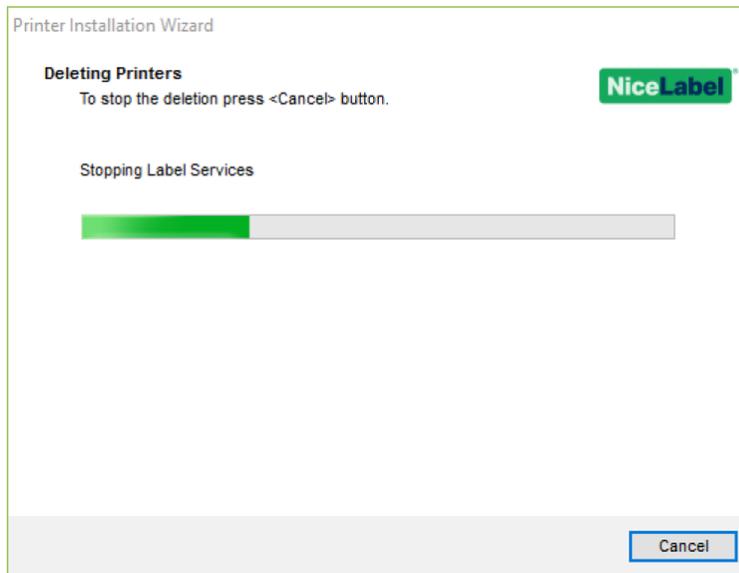
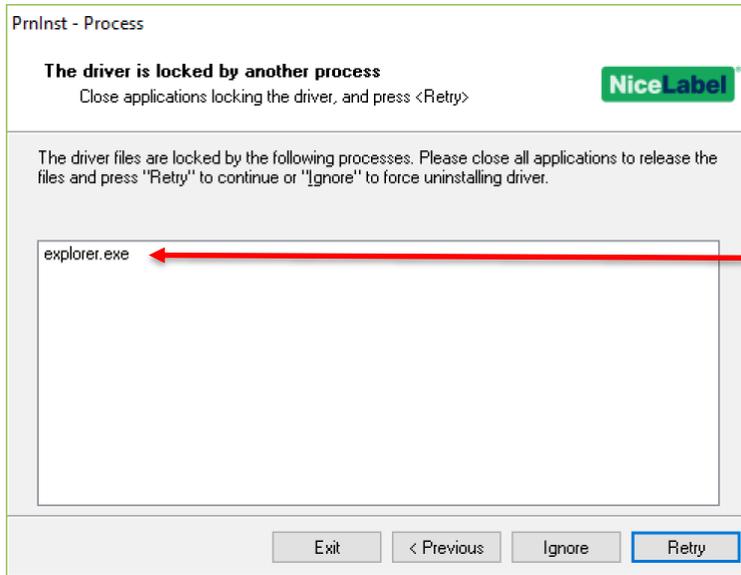


Figure 42 - Deleting Printer

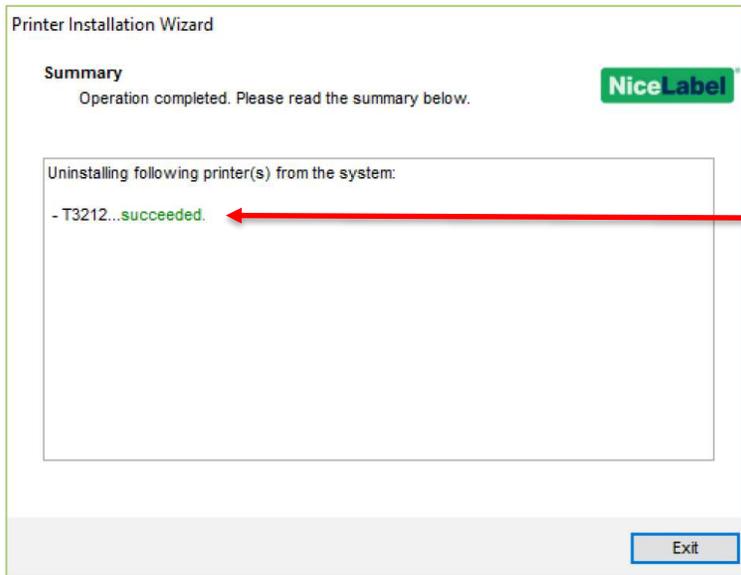
During uninstallation there is the potential that files will be used by another process, if a file is used then the removal of that file will be locked by that application. The user can close the application in question then retry the removal or ignore the file removal.



Application blocking  
uninstall.

Figure 43 - Removal Blocked

Uninstallation is confirmed in the “Summary” dialog.



Confirmation of  
successful  
uninstallation.

Figure 44 - Summary

### 2.2.4. Remove Preloaded Drivers

The TE Printer Driver can remove previously installed TE drivers<sup>10</sup>.

<sup>10</sup> This is not normally necessary as the installation process for the driver should replace the driver that's installed.



Selecting the “*Remove Preloaded Drivers*” option opens the Remove Driver Package option. This dialog should contain all the drivers installed.

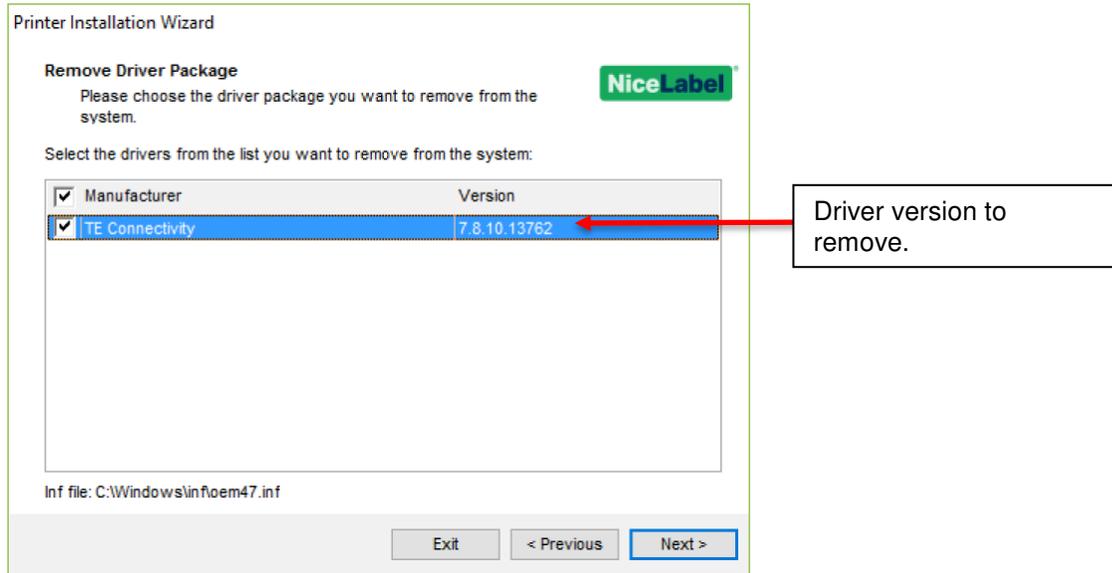


Figure 45 - Remove Driver Package

Select the driver to remove and selecting “*Next*” initialises the remove process<sup>11</sup>. When complete the “*Uninstall Driver Package*” dialog confirm the successful removal of the driver and the driver version.

<sup>11</sup> The Uninstall Driver Package option only removes the driver installation from the system. To uninstall a driver select Uninstall Printer Driver in the Installation Options.

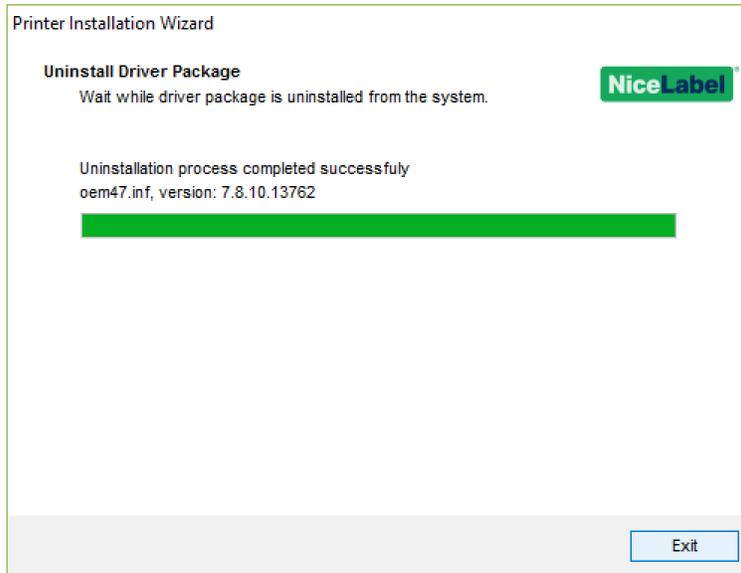
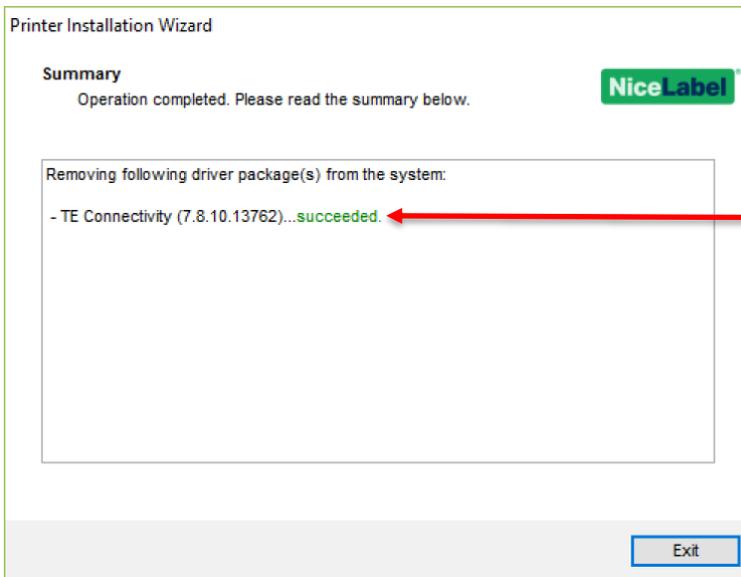


Figure 46 - Uninstall Driver Package

Uninstallation is confirmed in the “Summary” dialog.



Confirmation of successful removal of driver.

Figure 47 – Summary



### 3. PRINTER DRIVER INSTALLATION FAILURE

If the printer is connected before driver installation or the printer driver installation fails, the plug & play identifier for the printer will be detected. Windows 10 will install the nearest best driver for the printer and list the device as Unspecified in Devices and Printers<sup>12</sup>.



Figure 48 - Unspecified Device

Windows 10 employs driver signature enforcement and the probability is that Windows 10 will block an update of the driver.

Select the Unspecified item and right-click to access the context menu. TE recommends the user select “*Remove device*”, disconnect the printer and the user carry out the actions in paragraph 2.2 (2.2.1.3 for USB devices)

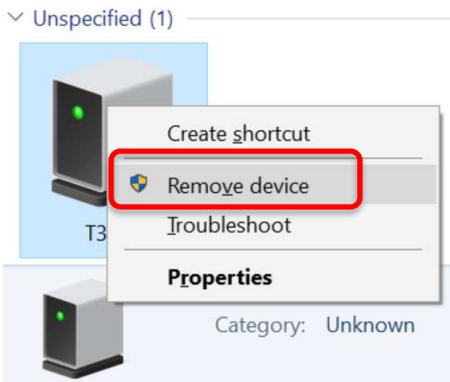


Figure 49 - Remove Device

It is possible that after correct installation of the printer, when reconnected to the host PC the printer will have two icons; a correct printer icon and an unspecified icon. If this occurs see paragraph 3.1.

<sup>12</sup> Control Panel > All Control Panel Items > Devices and Printers



### 3.1. Update Driver

TE does NOT guarantee updating the printer driver will work as it is dependent on access privileges and driver signing feature.

It is recommended that the TE Printer Driver be installed on the host PC prior to continuing.

Open the Device Manger<sup>13</sup> and find the installed device (probably in the “Other devices” group).



Figure 50 – Device Manager – Other devices

Select the printer to be updated and right-click to access the context menu. In the context menu, select the “Update driver” option.

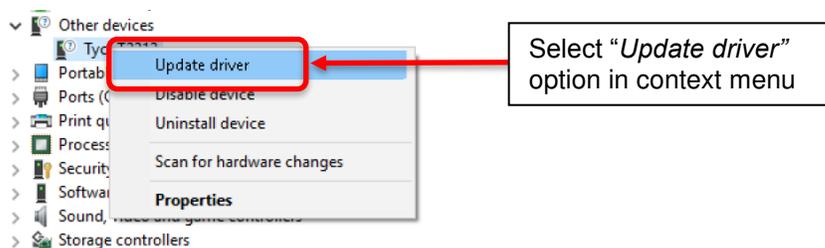


Figure 51 - Update driver

The “Update Driver” dialog opens, choose “Browse my computer for driver software” to continue the installation.

<sup>13</sup> Control Panel > All Control Panel Items > Device Manager

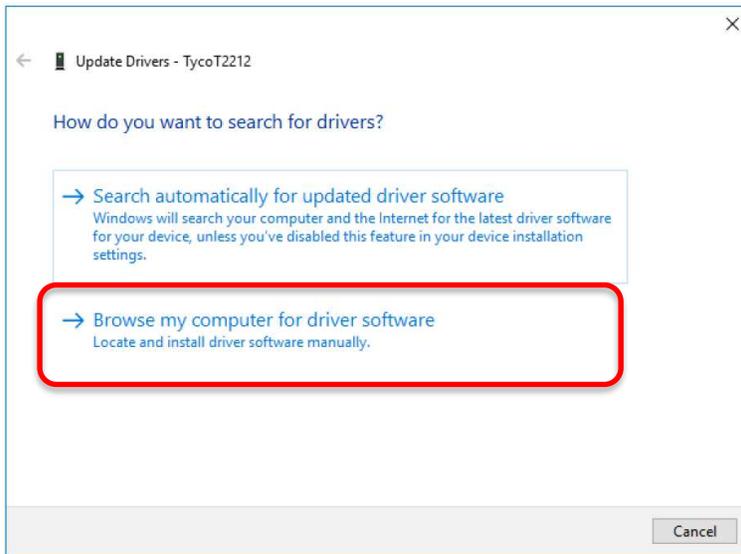


Figure 52 – Search for drivers – “Browse my computer” Option

The “Update Driver Software” dialog changes to allow the user to browse to the setup information file. Select “Let me pick from a list of devices on my computer” and select “Next” to continue the installation.

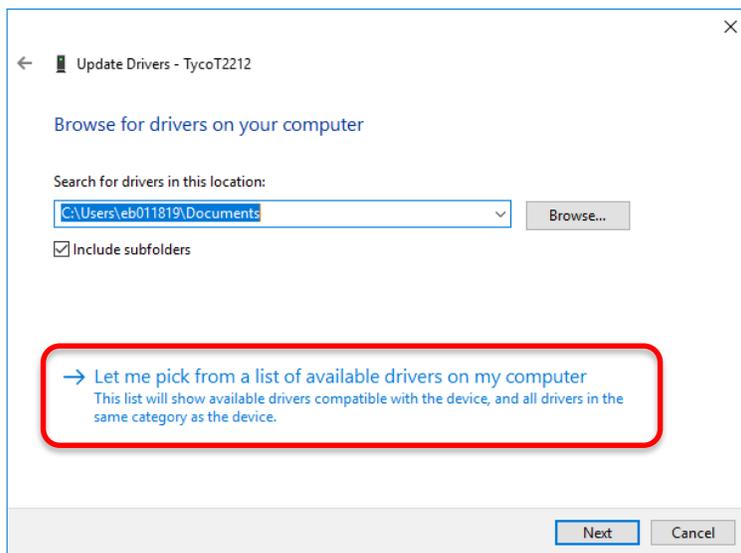
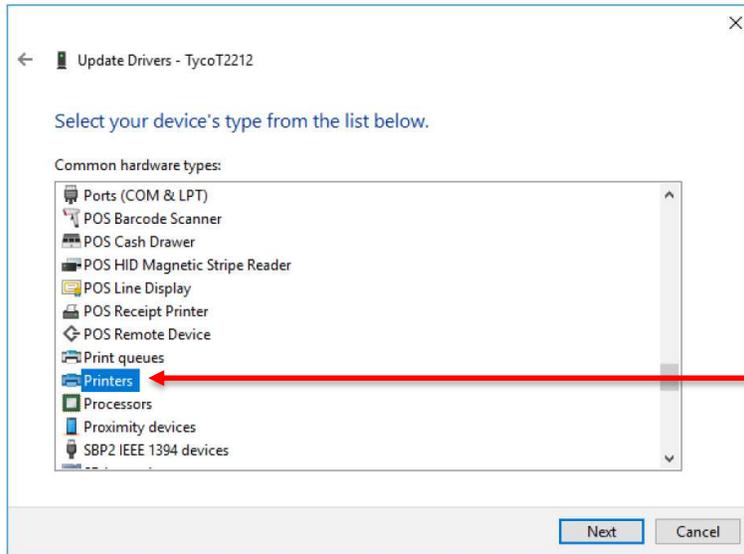


Figure 53 - Browse Dialog – “Let me pick” Option

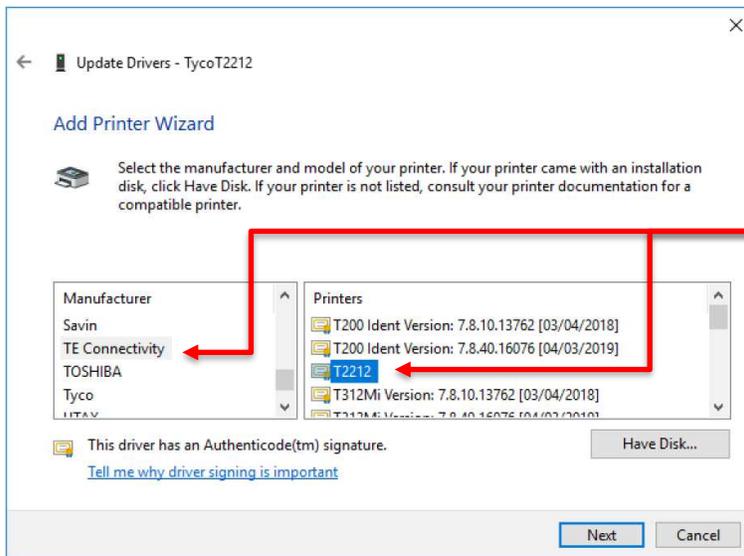
The “Update Driver Software” dialog changes to allow the user to select the device type; choose “Printers” and select “Next” to continue the installation.



Select "Printers" in the list of Common Hardware types.

Figure 54 - Common Hardware Types

The "Add Printer Wizard" dialog opens to allow the user to select the correct Manufacturer and Printer type<sup>14</sup>. Select "Next" to continue the installation



Select Manufacturer: TE Connectivity, and printer model to be installed.

Figure 55 - Add Printer Wizard

The TE printer driver is digitally signed and authenticate but if Windows detects that the driver is not correct for the process being updated the update will be halted. A warning message will open asking for confirmation before driver installation is initiated. User MUST select "Yes" to continue installation.

<sup>14</sup> If Manufacturer or Printer model are not present, then printer driver not installed. It is recommended that the TE Printer Driver be installed on the host PC prior to commencing update.

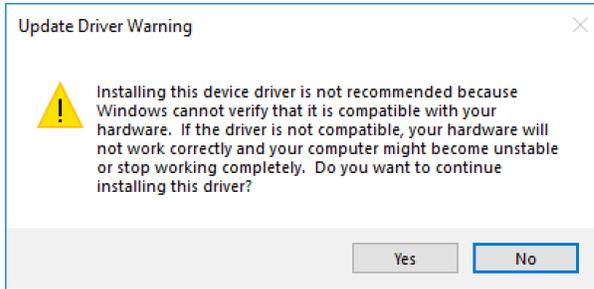


Figure 56 - Update Driver Warning

If no errors occur a dialog will open stating driver installation complete.

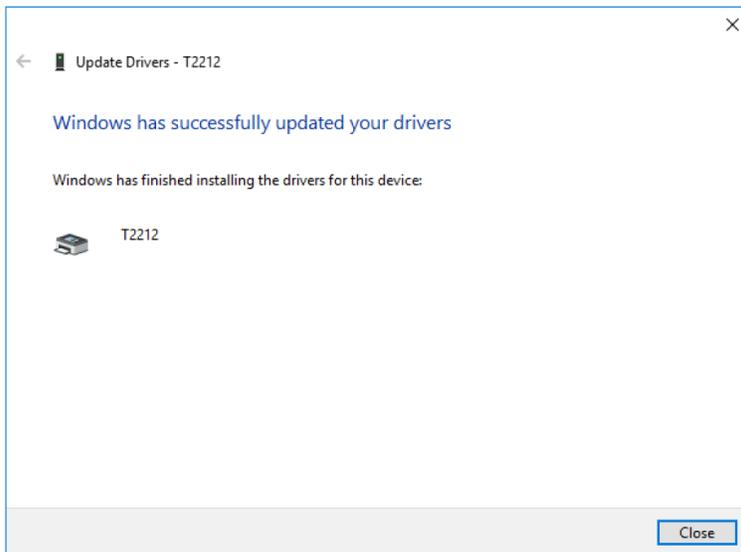


Figure 57 - Installation Complete

If installation successful, the device will move from “Other” devices to “Printers” and the printer icon will move from “Unspecified” to “Printers”.



Figure 59 - Device manager – Printers



Figure 58 - Printers & Devices

Printer in “Device Manager” and “Printer & Devices”. See Chapter 6 on how to confirm printer installation.



## 4. ADD PRINTER WIZARD

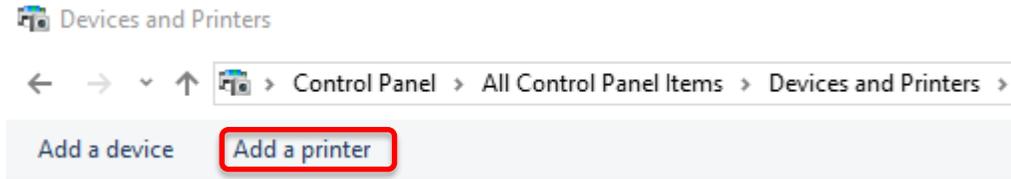


Figure 60 - Add a Printer

If the “Add a Printer” option in the “Devices and Printers” does not include the required TE printer select “The printer I want wasn’t listed” option.

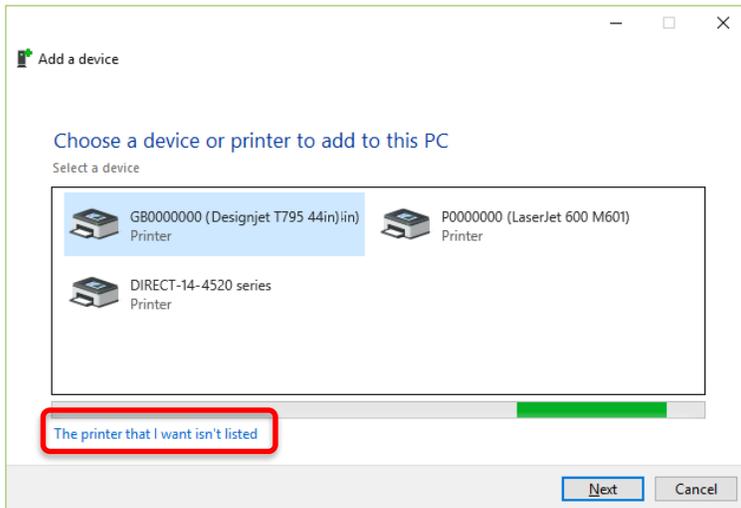


Figure 61 - Add a Printer

The “Add Printer” dialog contains options on how to connect to the printer, these are specific to the user and TE cannot advise how the user connect to their printer. If the user is unsure of their printer connection TE recommends selecting “Add a local printer or network printer with manual settings”

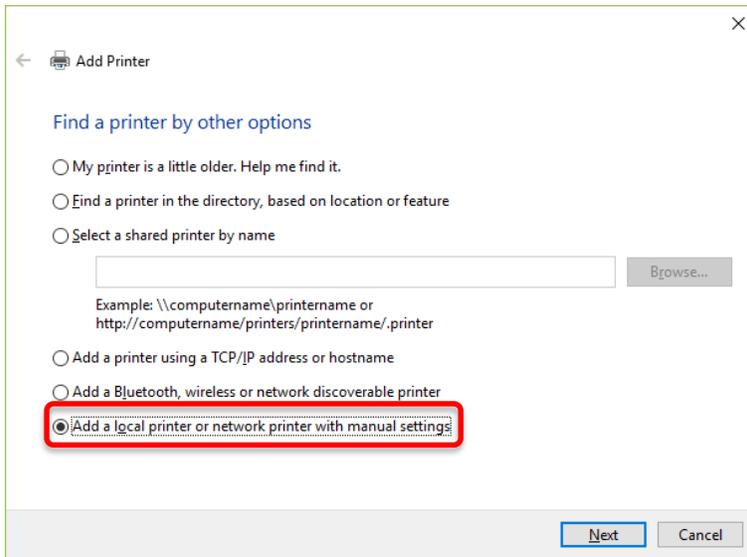


Figure 62 - Find Printer

If the user knows the port the printer will connect to then select the port from the list of existing ports. If the user is expecting to connect the printer via USB then unless the port has already been enumerated by the host PC the USB will not appear in the drop-down list. If the port does not appear in the list of existing ports TE recommends selecting LPT1 as the default port as the port can be changed at a later date.

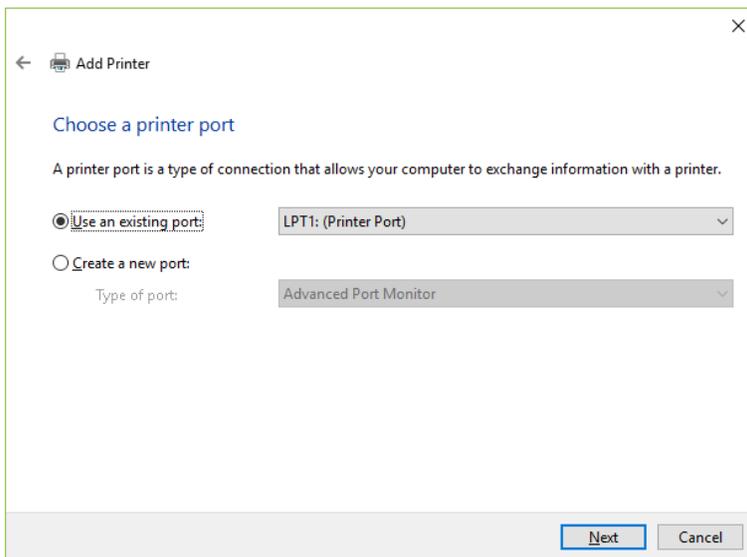


Figure 63 - Add Printer

If the user has installed the latest TE printer driver then TE will be included in the Manufacturer list. If the list includes “Tyco” then the user has an old TE printer driver installed. TE recommends



the use of the latest TE drivers unless the user is install an “Old” printer model not supported by the latest printer driver<sup>15</sup>.

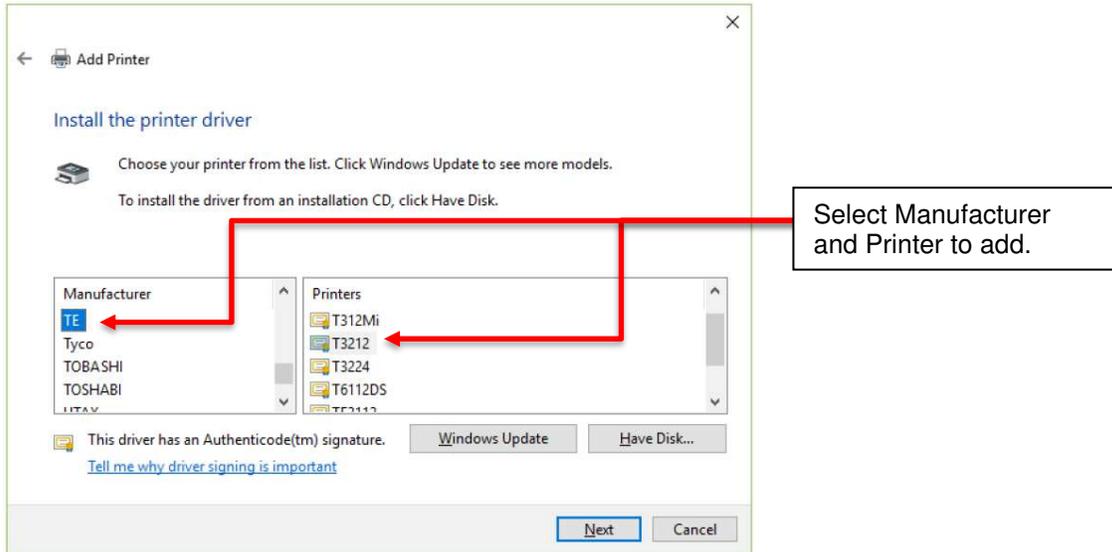


Figure 64 - Install Printer Driver

If the Manufacture list does not contain “TE” then it is recommended that the user cancels the “Add Printer” wizard and installs the printer via the Printer Driver Installation, see paragraph 2.0. If the user must continue the installation see paragraph 5.0.  
If the user already has a driver installed for the target printer Windows will inform the user. Unless the user knows which driver version they have installed TE recommends the user “Replace the current drive” option

<sup>15</sup> Contact the local TE Field Support agent if advice is needed on printer’s models and driver’s versions.

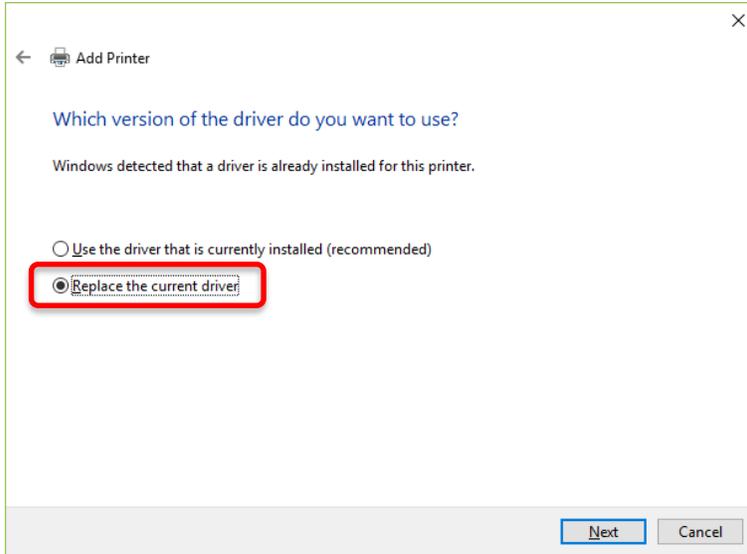


Figure 65 - Replace Driver

Based upon the user selection a printer name will be offered by the installation wizard.<sup>16</sup>

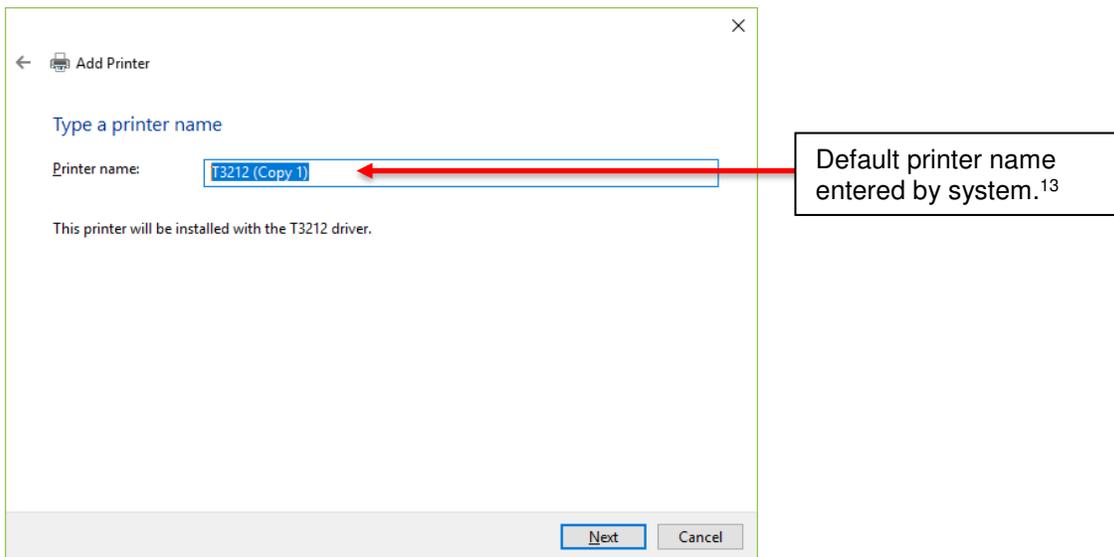


Figure 66 - Printer Name

Selecting “Next” initialise the installation, on completion the “Add Printer” wizard opens the “Printer Sharing” dialog. By default, the “Share this printer” option is selected. Unless the user has networked the printer then there is no need to share the printer, select “Do not share this printer.”

<sup>16</sup> Printer name is fully editable and can be given any name. If wizard detects printer already installed a (Copy) name will be appended to the default name.

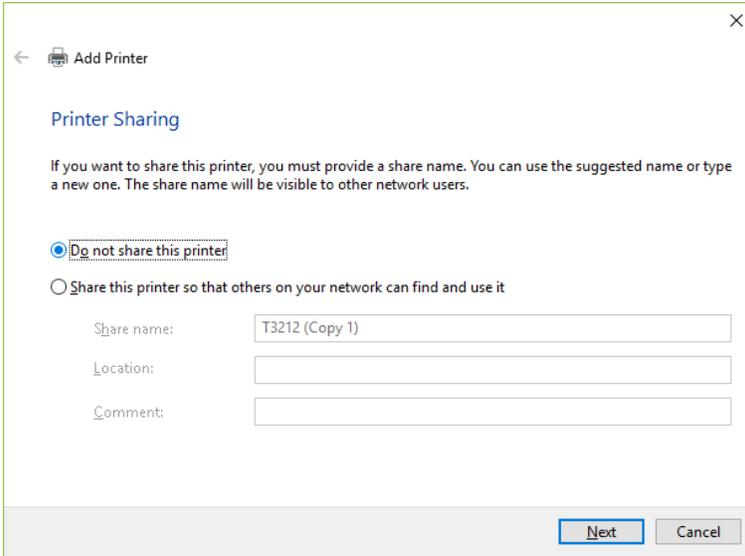


Figure 67 - Printer Sharing

On selecting “Next” the installation is complete

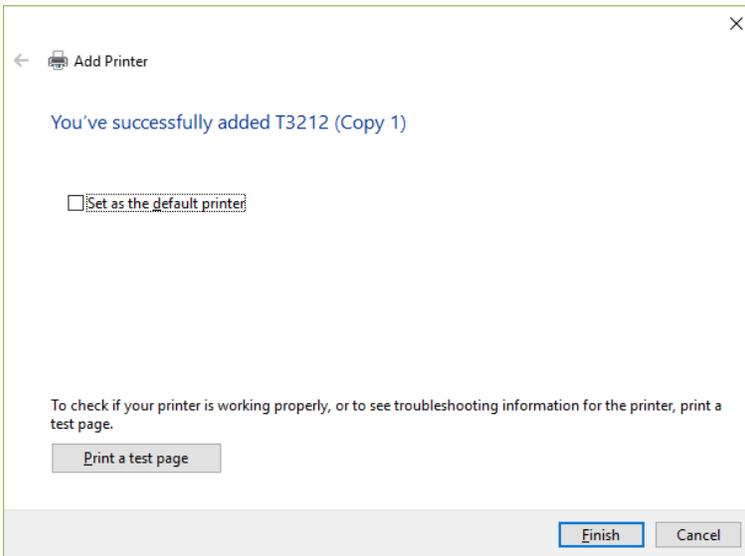


Figure 68 - Summary



## 5. ADD PRINTER MANUALLY

If in the “Add Printer Wizard.” the list of manufactures does not include “TE” select “Have Disk” to continue the installation.

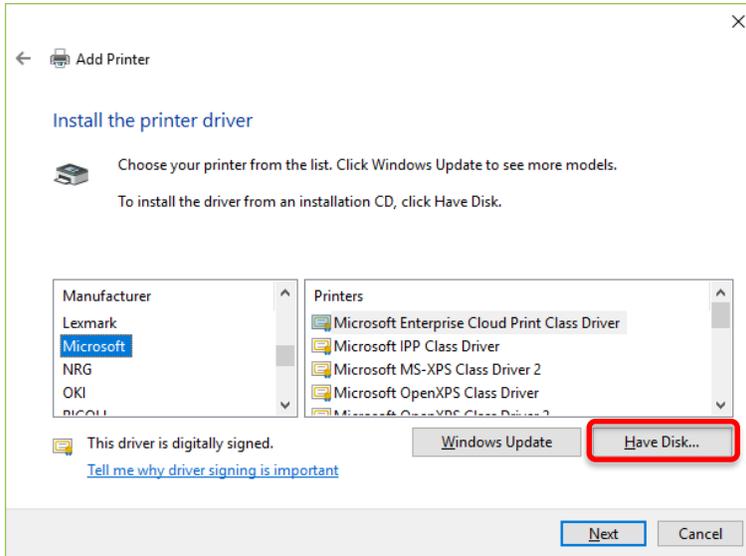


Figure 69 – Update Driver Software

The “Locate File” dialog opens to allow the user to select the device type; the driver can be downloaded from the TE Label Printing Software page ([www.te.com/wintotal](http://www.te.com/wintotal)) and saved to a local directory or found in the directories of the Printer CD’s.

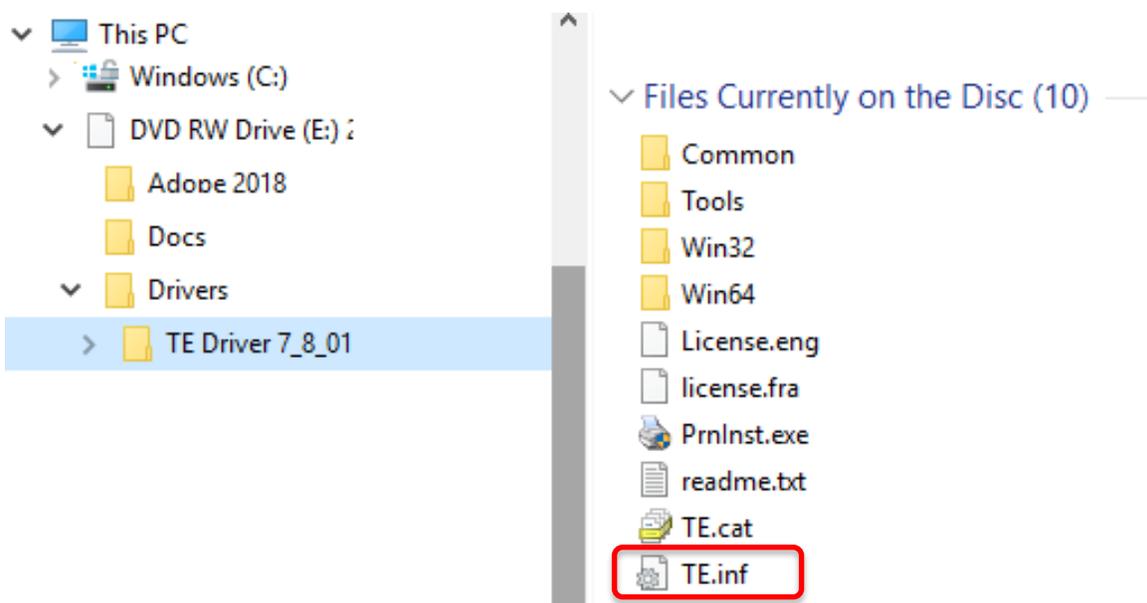




Figure 70 – CD directory structure

Browse to the TE.Inf file and select “Open”

This will spawn an “Install From Disk” pop-up, selecting “OK” starts driver installation

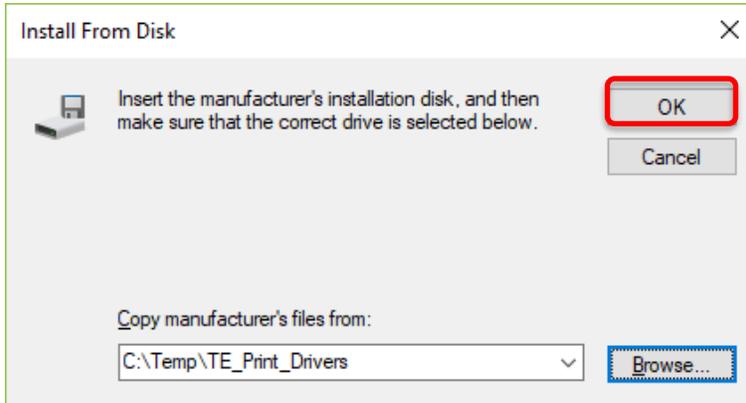


Figure 71 – Install from file

The “Install Printer Driver” opens and compatible hardware should be displayed. Selecting “Next” commence driver installation.

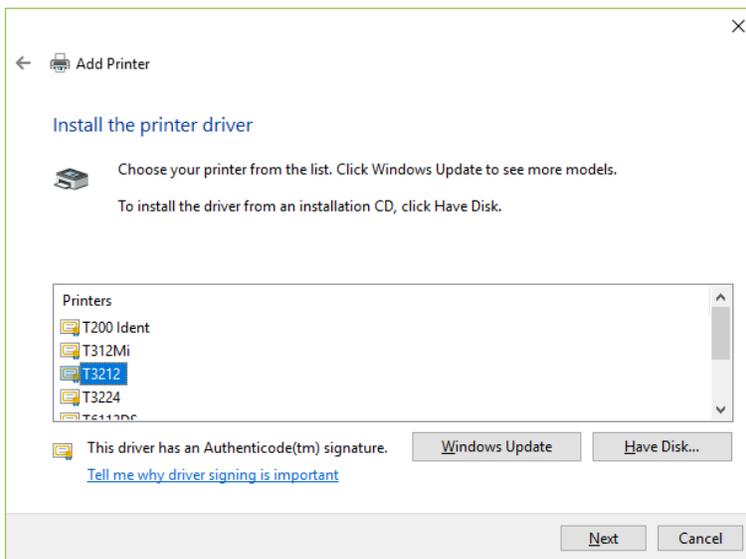


Figure 72 – Add Printer Wizard

The TE driver is digitally signed but if a *Windows Security* dialog opens, selecting “Install this driver software anyway” will continue the installation.

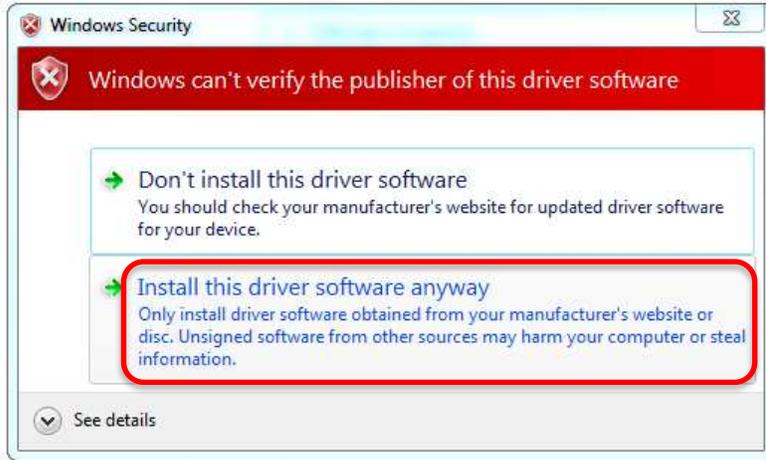


Figure 73 – Windows Security

The “Update Driver Software” dialog changes to show file uploading and progression, no user action is required, see Figures 74-77 for intermediate dialogs and actions.

Once the installation is complete a “successful update” message will be displayed, selecting “Close” completes the installation procedure.

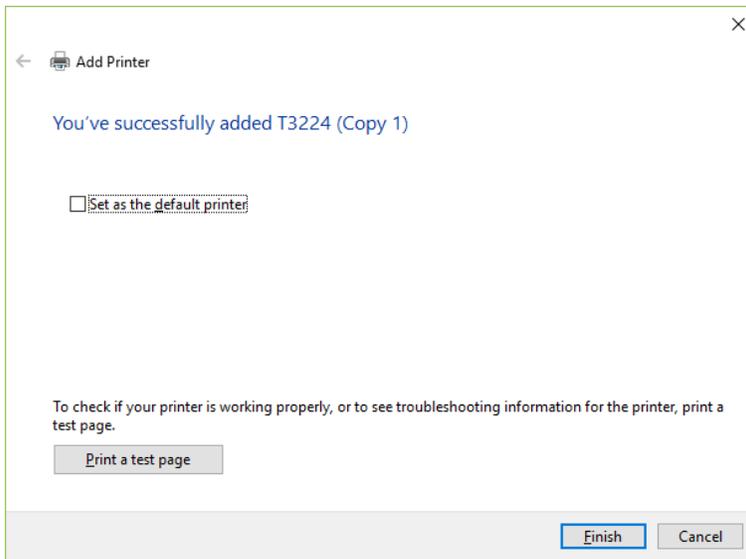


Figure 74 – Summary

If an Installation failure message appears; ensure that adequate Administration privileges are set so installation can be completed.



## 6. CONFIRMING DRIVER INSTALLED

Installation of the driver can be confirmed by opening the “*Devices and Printers*”<sup>17</sup> dialog.

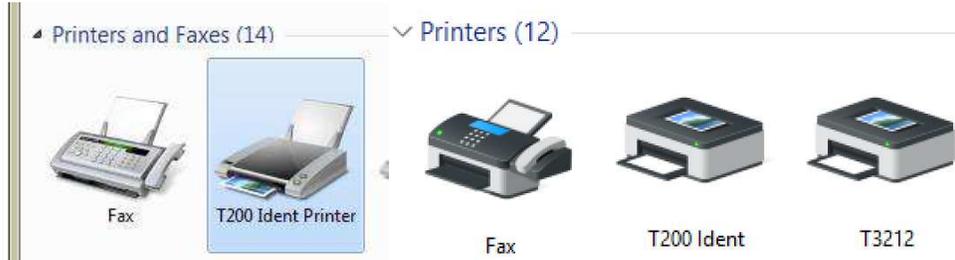


Figure 75 – Windows 7 & 8 Printers and Faxes – Windows 10 Devices and Printers

Select the printer by left-clicking the mouse over the item and then right-click the highlighted item to open the context menu

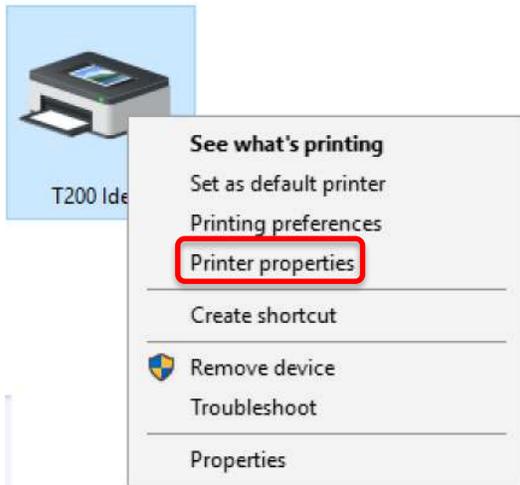


Figure 76 - Printer menu

Selecting “*Printer properties*” opens the properties dialog.

<sup>17</sup> Windows 10 only; in earlier Windows OS printers were located in: “*Printer and Faxes*” dialog

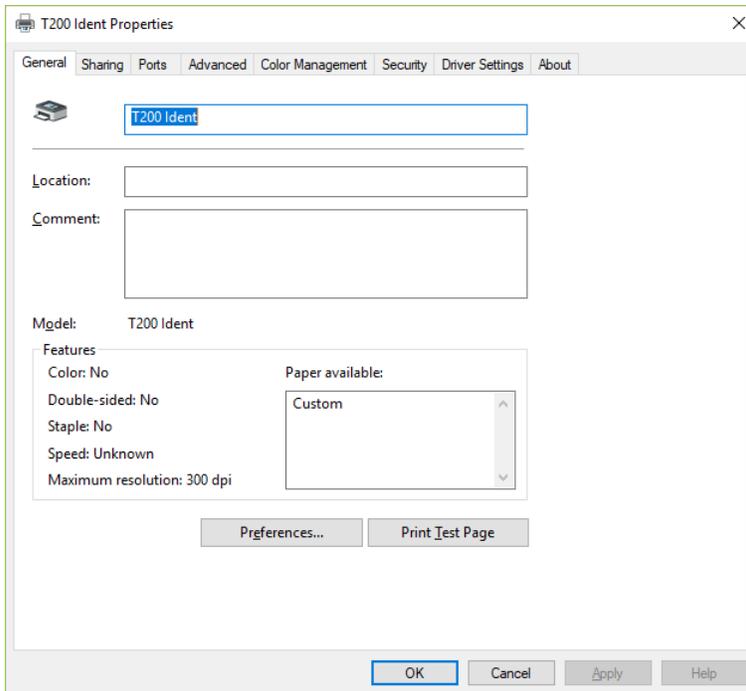


Figure 77 - Printer Properties

Selecting the “Ports” tab will show which USB port has been created for this printer:

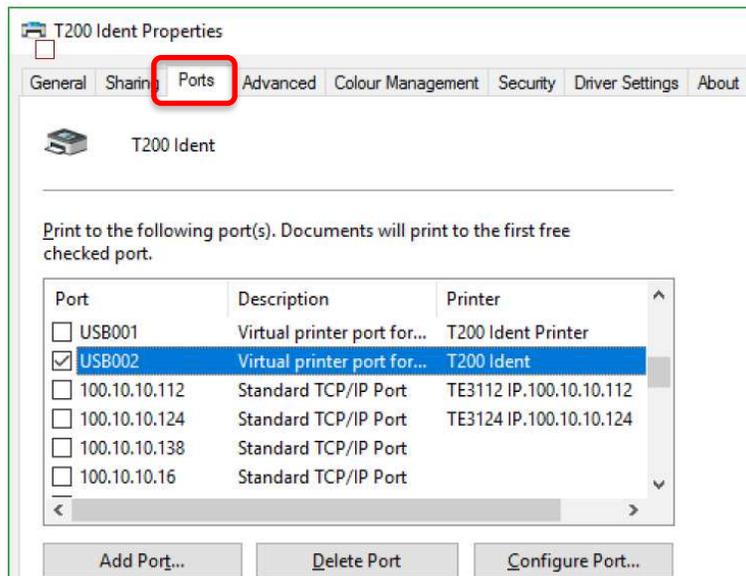


Figure 78 - Properties – Ports

Reselecting the “General” tab allows the user to give the printer a unique name that will assist in later identification in WinTotal software:

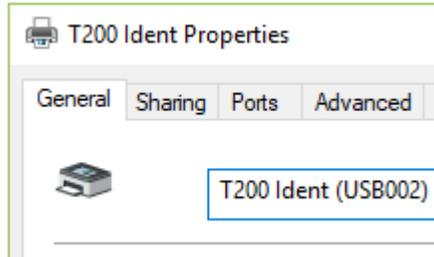


Figure 79 - Properties – General

On the selection of “OK” the Printer Properties dialog closes and all changes are reflected in the Printers and Faxes page.



Figure 80 - Printer and Faxes

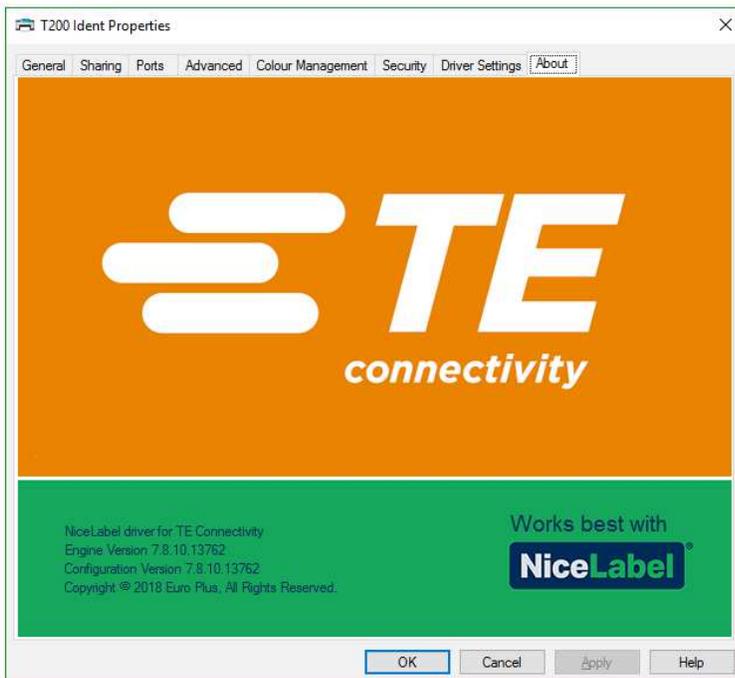


Figure 81 - Dual Branded Driver