

CRS BULLETIN

SERVICE BULLETIN: #SB11-02

DATE: August 15, 2011 (updated)

TITLE: Installation of SNBC USB Printers on 64-Bit PCs

MODELS: SNBC BTP-2002NP, BTP-M280, BTP-R580 Printers with USB Interface

Installation of SNBC USB Printers on 64-Bit PCs

To use SNBC Printers with USB interfaces with 64-bit PCs and Windows Drivers, you must:

- Select WinDriver Mode for the printer. (Note: If you are using the OPOS driver, the setting remains in API mode. Setting changes are not necessary.)
- Install the 64-bit printer driver in the PC.

Depending upon the driver version you are using, this setting change may not be necessary.

If you are using the driver V2.22 or later with the BTP-2002NP or the driver V1.01 or later with the BTP-R880NP the windows driver can be installed with a 64-bit system directly. Note these drivers support either 32-bit or 64-bit PCs.

Depending upon the printer firmware version you are using, different instructions are provided

If you are using:

- BTP-2002NP firmware version FV5100 or later
- BTP-M280 firmware version FV1110 or later
- BTP-R580 firmware version FV1012 or later
- BTP-R880NP firmware version FV2.040 or later

You can:

1. Use Feed Button Programming to set WinDriver Mode (See **Step 1-A** in this bulletin)
2. Install the 64-Bit Windows Driver (see **Step 2** in this bulletin)

If you are using any firmware version before the versions listed above, you must

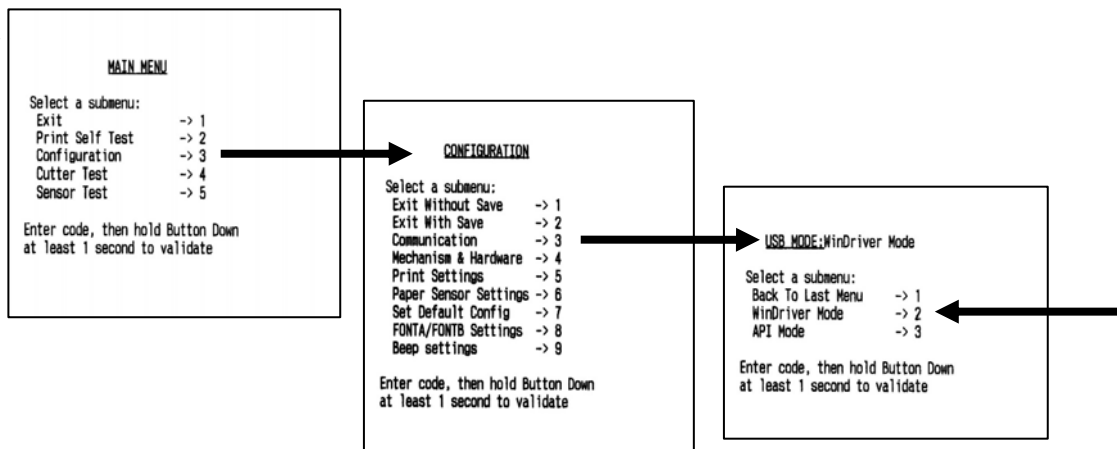
1. Use the **Print Mode Manager** program to change the printer from API Mode to WinDriver mode (See **Step 1-B** in this bulletin.)
2. Install the 64-Bit Windows Driver (see **Step 2** in this bulletin)

NOTE: If you have a USB printer set up for a 64-bit PC, and wish to install it with a 32-bit PC, you must return the printer to API mode using either Step 1-A or Step 1-B.

Step 1-A:

Use Feed Button Programming to Set WinDriver Mode

1. Press the “Feed” button while turning on the printer. When ERROR LED flashes once, release the button.
2. After the printer has printed the configuration sheet, **press and hold the FEED button to configure the printer. The main menu for the key-stroke setting procedure is printed.**
3. At the Main Menu select “3” for Configuration.
4. At the Configuration menu select “3” for Communication
5. At the USB Mode menu, select “2” for WinDriver
6. After settings have been done, they are stored in the printer. By stepping back through the submenus to the “Main Menu” by using the number “1” and then selecting “Exit with Save” the changes are saved.



Step 1-B

Use Print Mode Manager Program to Change the Printer from API Mode to WinDriver Mode

You must first connect the printer to a Windows™ 32-bit PC. Before beginning verify that the 32-bit PC has the appropriate Windows™ USB driver installed and working. The Printer Mode Manager v1.11 is included in the driver folder.

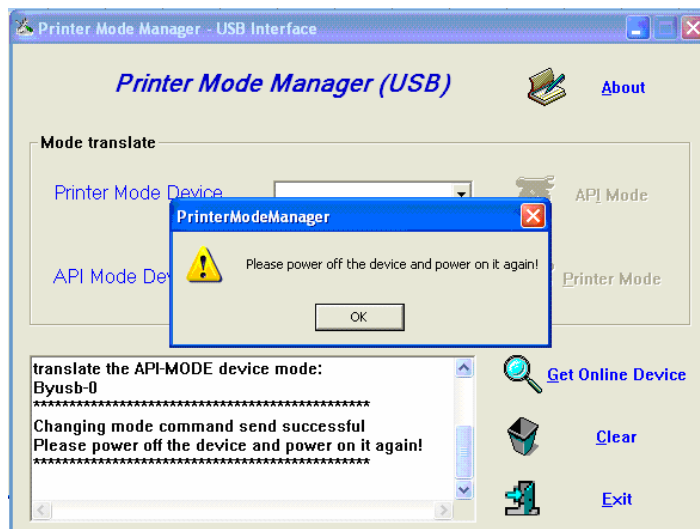
1. Connect the SNBC printer to the 32-bit PC with the USB cable provided with the printer.
2. At the 32-bit PC, execute PrinterModeManager.exe. The Printer Mode Manager screen displays:



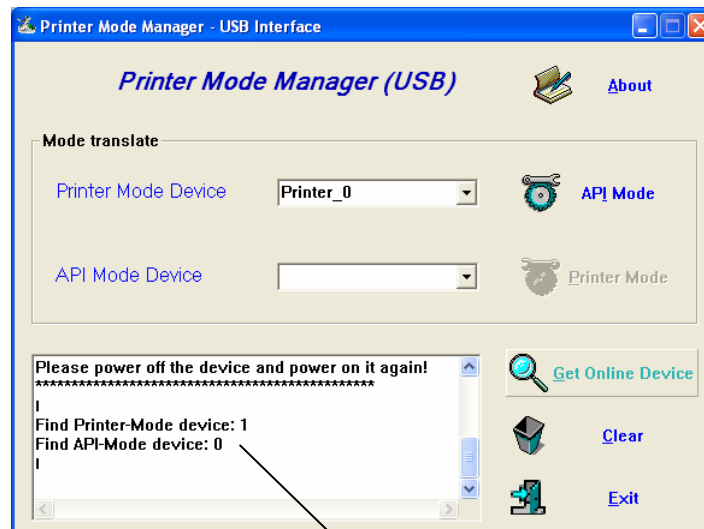
3. Select the correct printer in the *API Mode Device* field and click the **Printer Mode** button.



4. The power off message displays. Power the printer off and on again.



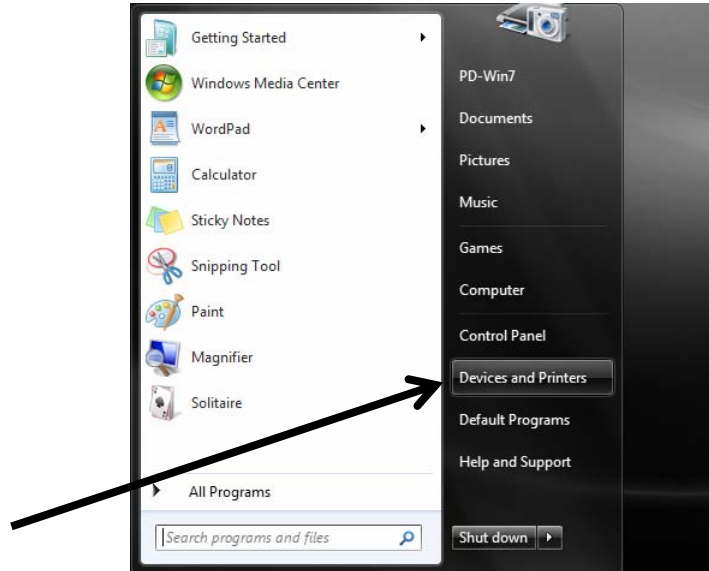
5. The printer mode manager should now have the AIP Mode button highlighted. (This indicates that the printer is now in the printer mode.) This is the correct mode for the printer to be in when it will be installed on a 64-bit PC.



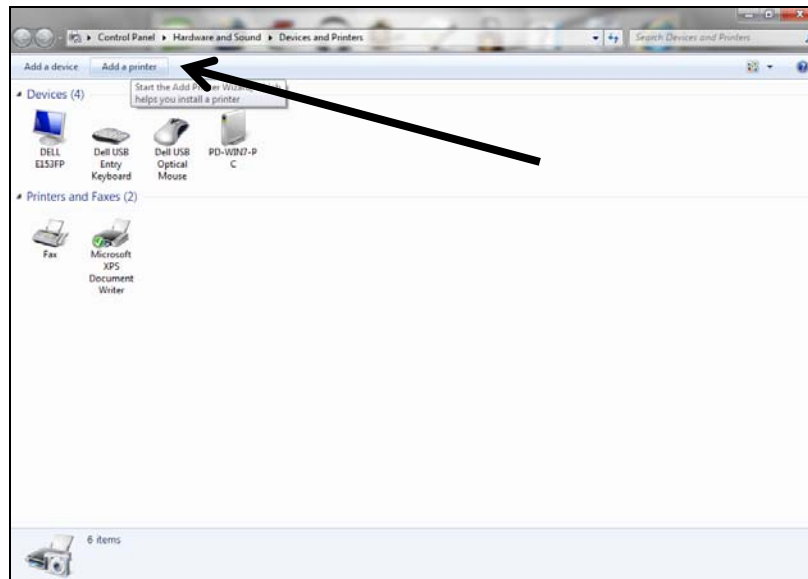
When the Get Online Device is used, the window displays the printer mode found.

Step 2: Install the 64-Bit Windows Driver

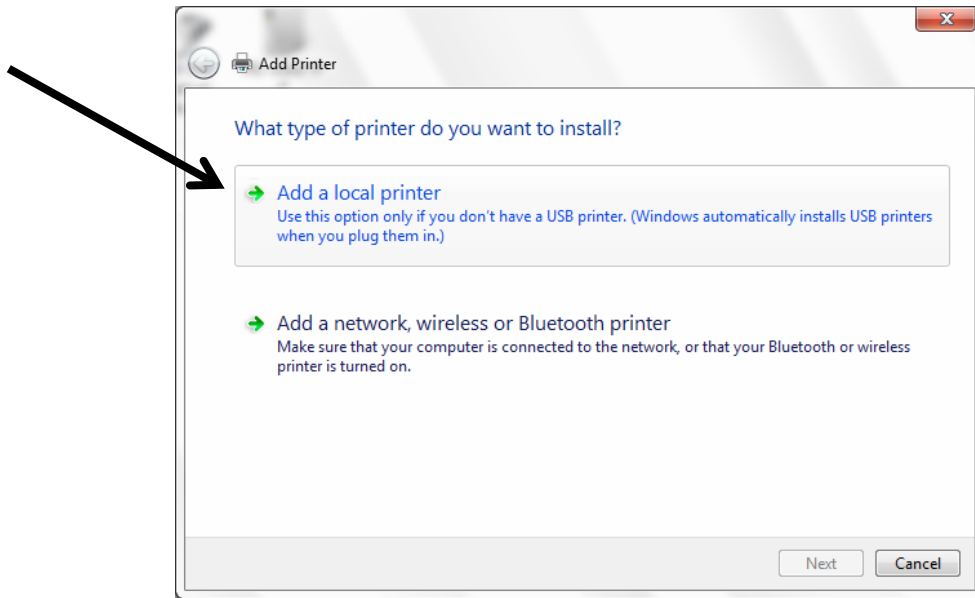
1. Connect the printer to the 64-bit PC using the USB cable provided.
2. Select Devices and Printers (Printers and Faxes) from the Start Menu.



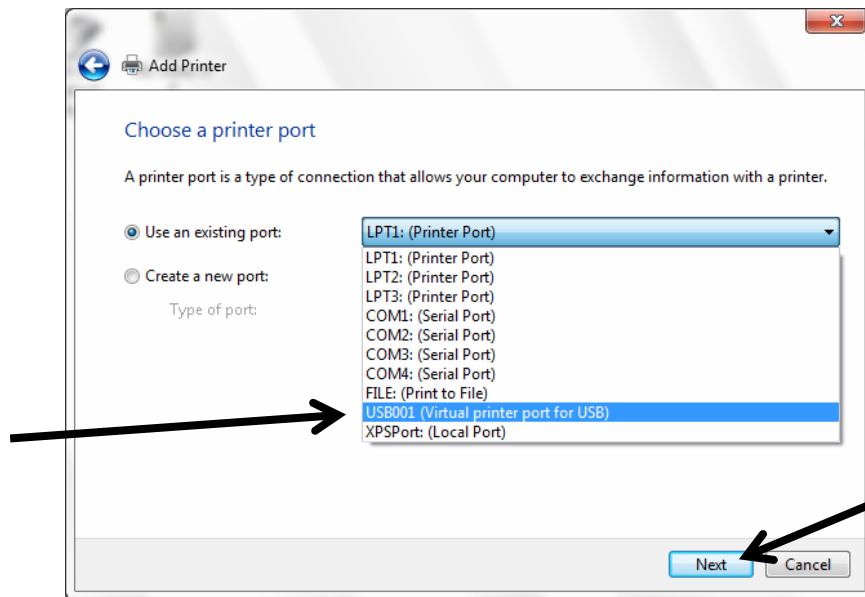
3. Select *Add a printer*.



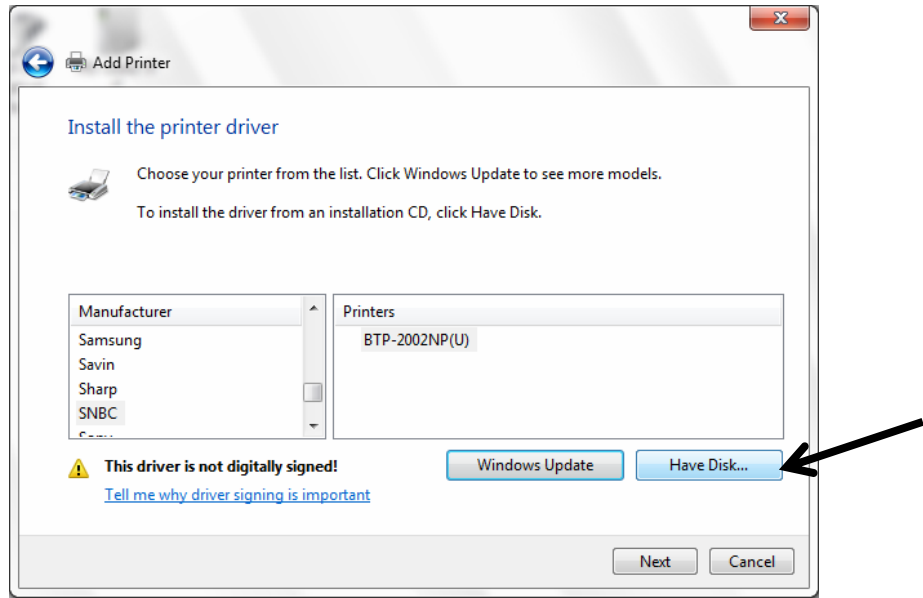
4. Select *Add a local printer*.



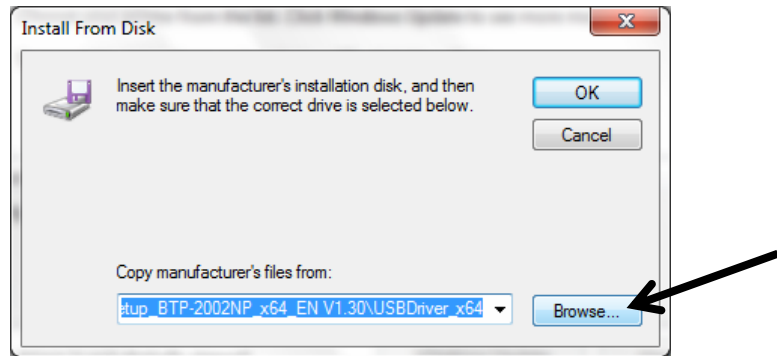
5. Select *USB001 (Virtual printer port for USB)*. Click **Next**.



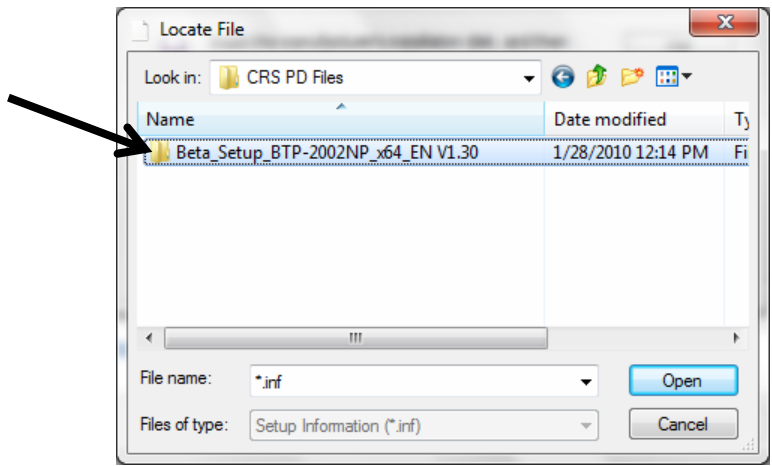
6. Click **Have Disk...**



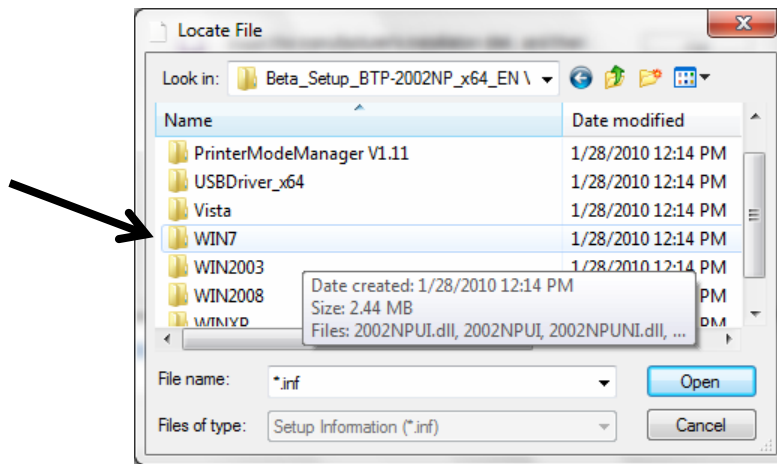
7. Browse to the folder containing the 64-bit driver.



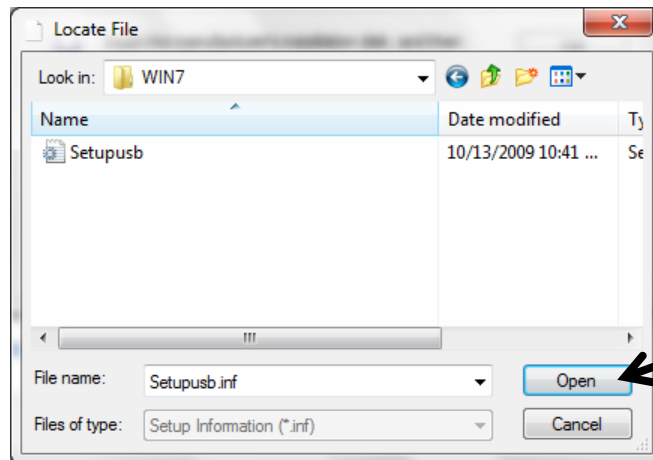
8. Open the driver folder



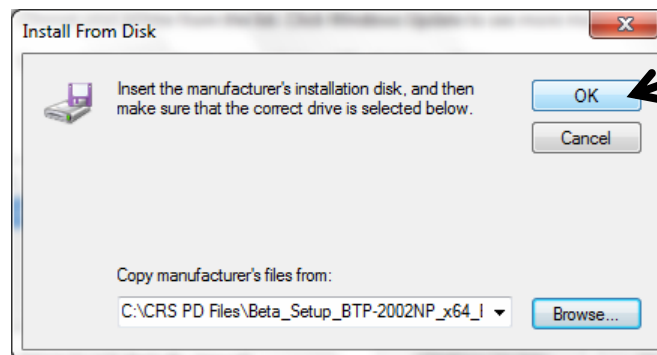
9. Select the applicable Windows™ version.



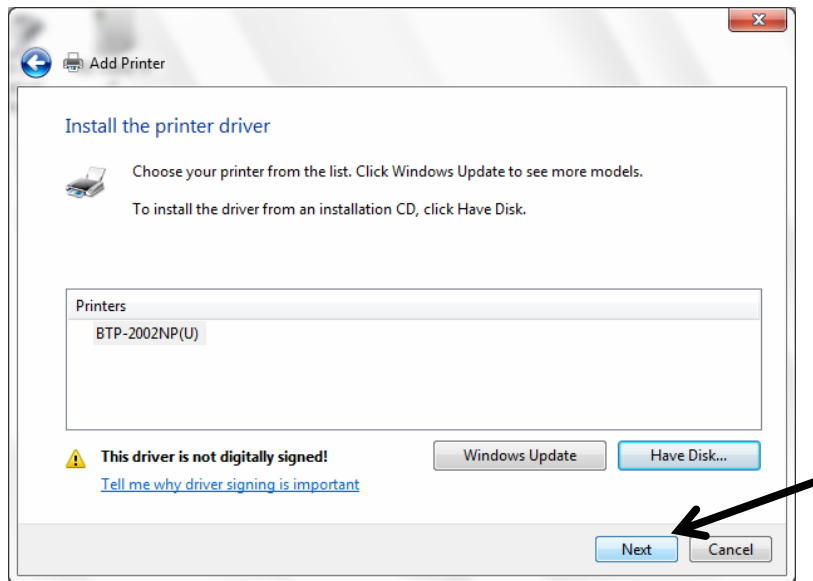
10. Select *Setupusb*. Click **Open**.



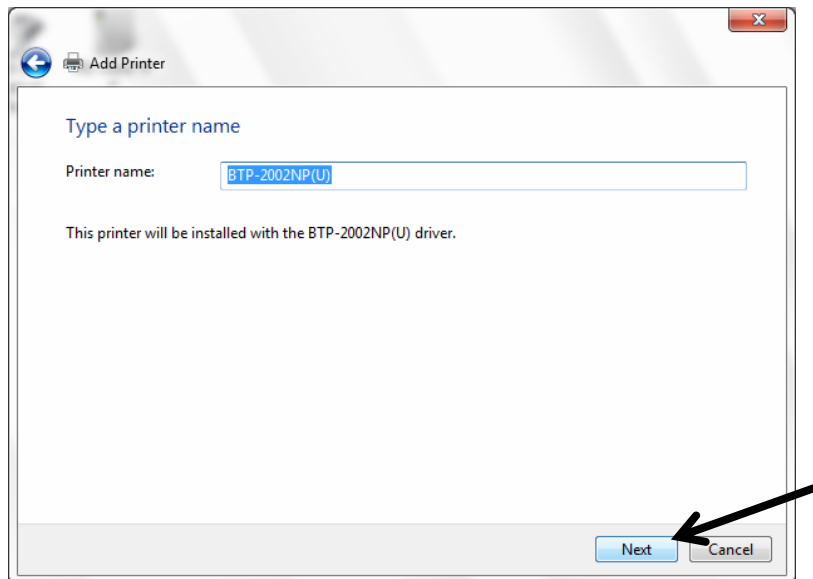
11. Click **OK**.



12. Click **Next**.



13. You can change the name of the printer, or keep the default. Click **Next**.



14. The driver is successfully installed. Click **Print a test page** and then click **Finish** to exit.

