

Printer Driver Instruction Manual

~ For Windows 11 ~

CX-02W/CX-02W (A)

August 30, 2024 Ver. 1.0.1.2

CITIZEN SYSTEMS JAPAN CO., LTD.

- **Safety precautions**

Before you use the printer, carefully read the User Guide to ensure that you use the printer correctly. Be aware that the content complies with the standards at the time the User Guide section related to safety, including usage and safety precautions, was created.

- **Modifications**

To ensure product safety, modification of the CX-02W/CX-02W (A) printer and CX-02W/CX-02W (A) printer driver is prohibited.

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- **About the country of delivery**

You cannot resale/use the CX-02W without destination number (A) in the U.S.

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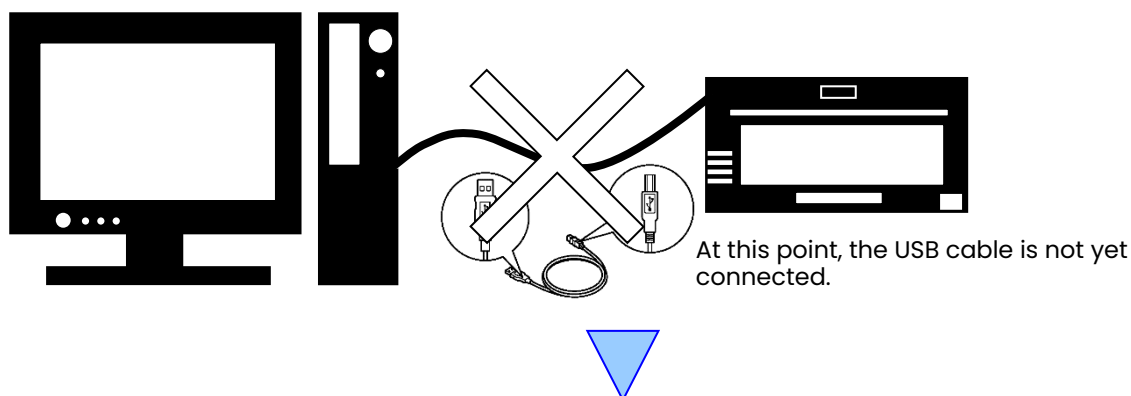
Chapter 1 Installation

Installation procedure

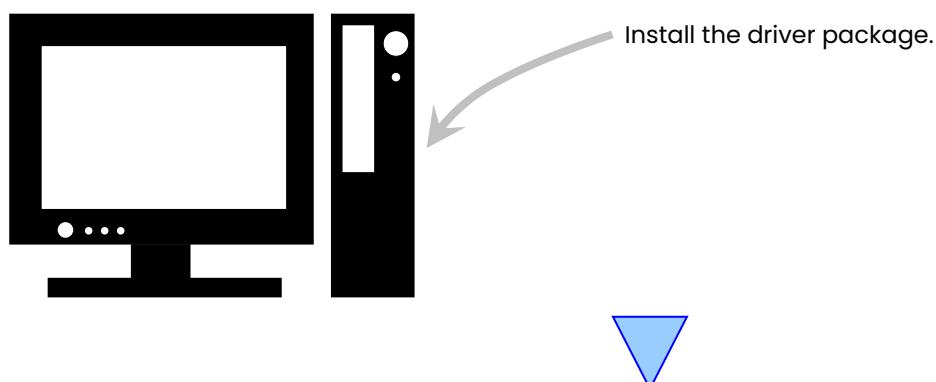
The installation procedure is made up of three steps.

The details of each step are explained below.

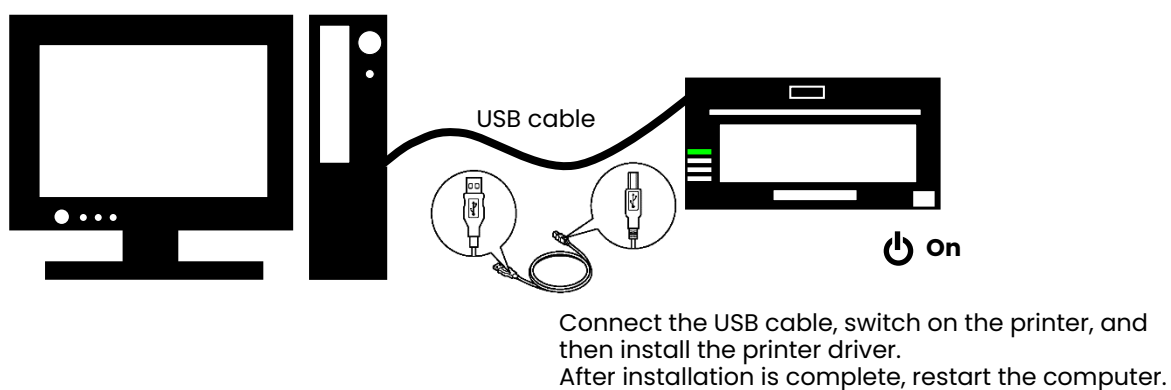
Step 1 Prepare the printer and computer → "1.1 Prepare the printer and computer"



Step 2 Install the driver package → "1.2 Install the driver package"



Step 3 Install the printer driver → "1.3 Install the printer driver"



1.1 Prepare the printer and computer

Make sure that the printer power is off.

Prepare a USB cable. However, do not use the USB cable to connect the printer and computer at this time.

Log in to Windows as an administrator. The following explanation presumes that the operations are carried out with administrator privileges.

CAUTION:

The display settings of the computer must be set as follows. If the settings differ from the following, the printing preferences screen and other items may not fit in the display area.

Resolution: At least 1280x800

Size of text and other items (DPI): 100%

1.2 Install the driver package

Open Windows Explorer, and then click the corresponding drive.

Select one of the following driver package folder.

[Driver package folder]\CX-02W_Driver

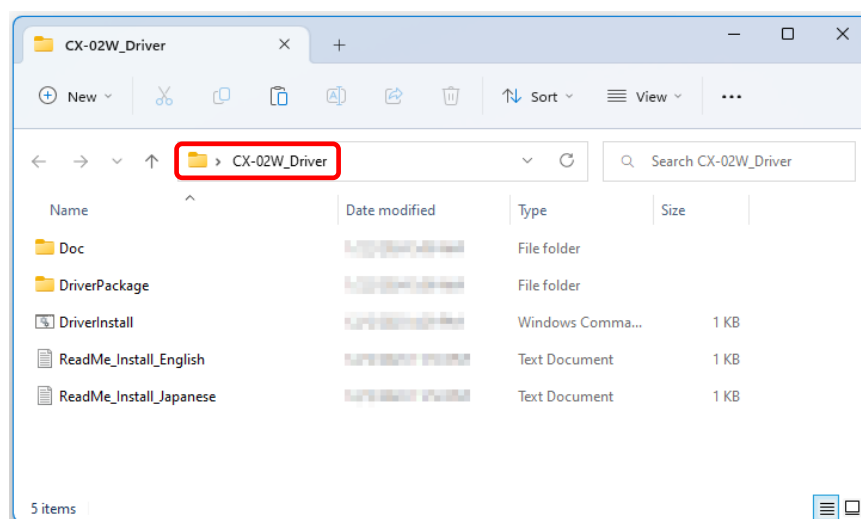


Figure 1.2.1 Driver Package folder

In the selected folder, double click the following file: DriverInstall.CMD. (Depending on your usage environment, the .CMD extension may not be displayed.)

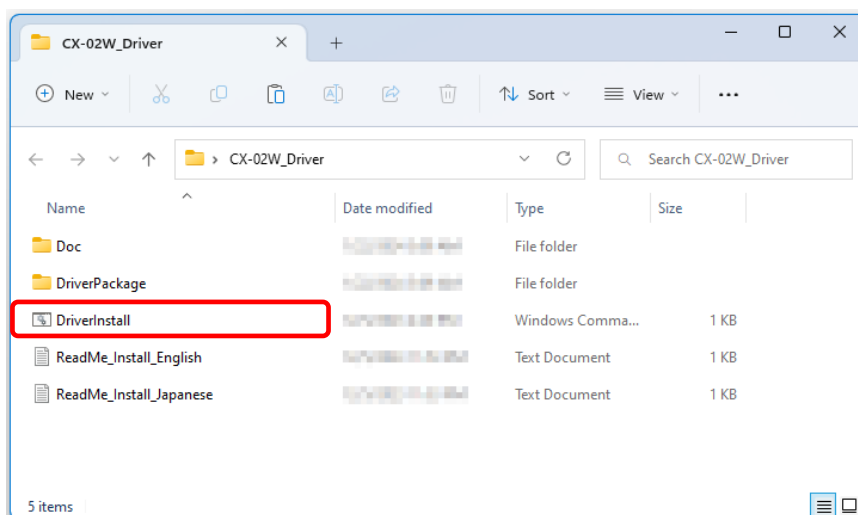


Figure 1.2.2 Installation file

When you start the installer, a window appears for selecting the language that will be used during the installation. After you select the language to use, click "OK".

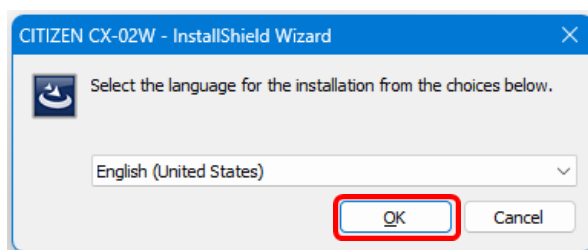


Figure 1.2.3 Language selection screen

Click "Next >" when the Installation Wizard screen appears.

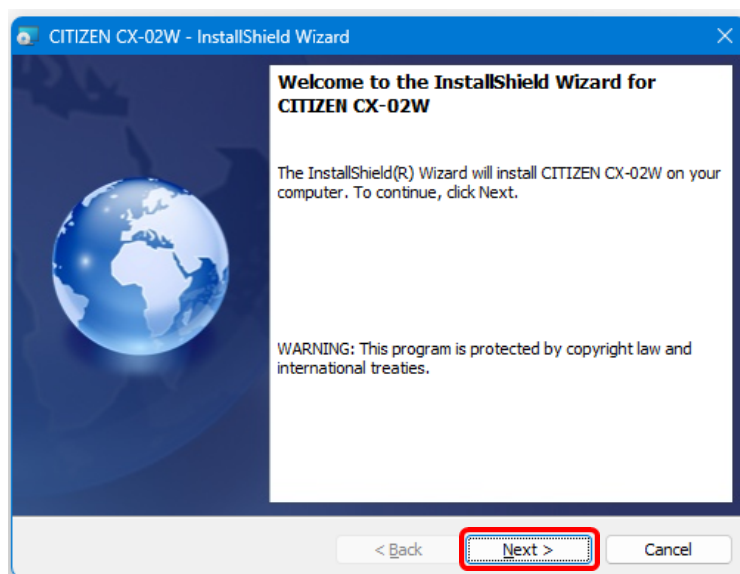


Figure 1.2.4 Installation Wizard start screen

Click "Install" when the installation is ready.

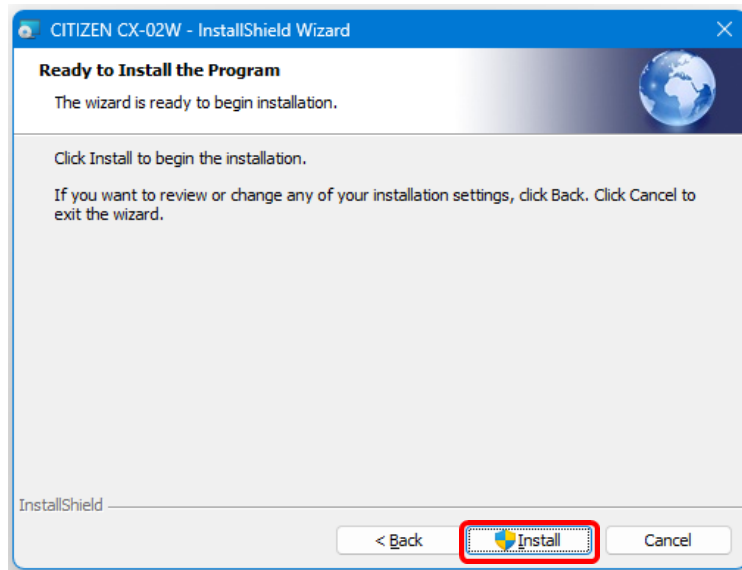


Figure 1.2.5 Installation start confirmation screen

When the installation starts, a screen appears that shows the installation status.

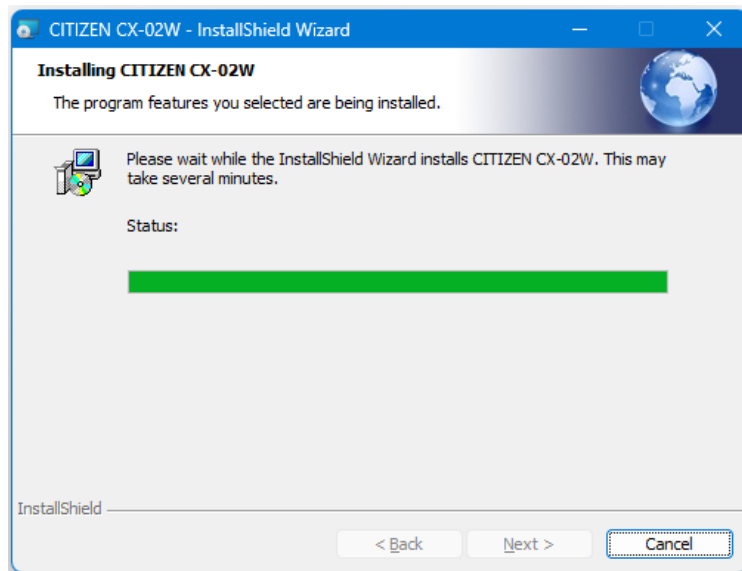


Figure 1.2.6 Installation status screen

When a User Account Control dialog box appears, click "Yes".

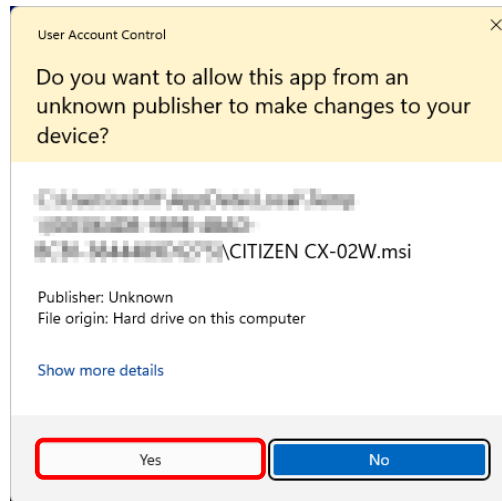


Figure 1.2.7 User Account Control

Click "Install" when the Windows Security confirmation display appears.

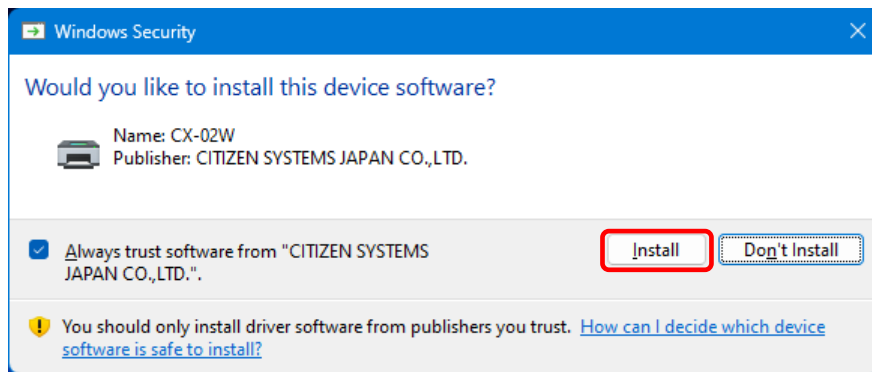


Figure 1.2.8 Windows Security confirmation

Installation of the driver package starts. Wait until installation finishes. Click "Finish" when the Installation Wizard completion screen appears.

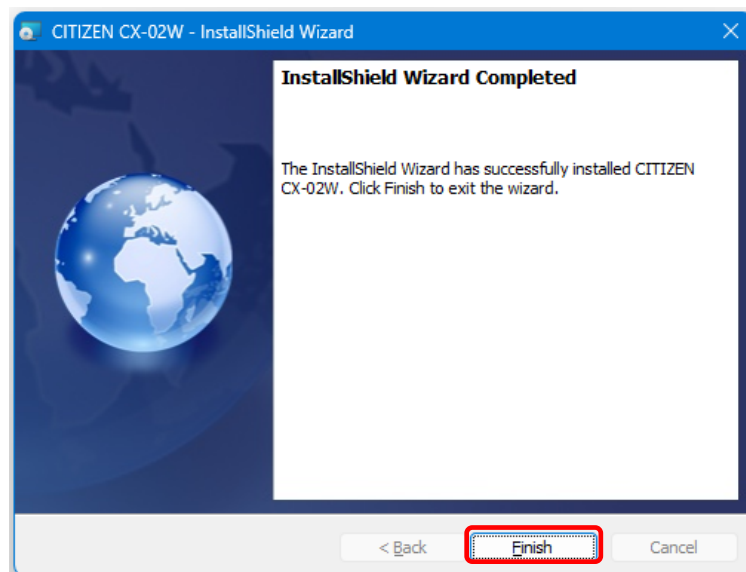


Figure 1.2.9 Finish of Installation Wizard

1.3 Install the printer driver

Use the USB cable to connect the printer and computer, and then switch on the power of the printer. After the printer is recognized, installation of the driver starts.

*For information on the connection, refer to the User Guide of the printer.

Click "Start", select "Settings" -> "Bluetooth & devices", and then open "Printers & scanners".

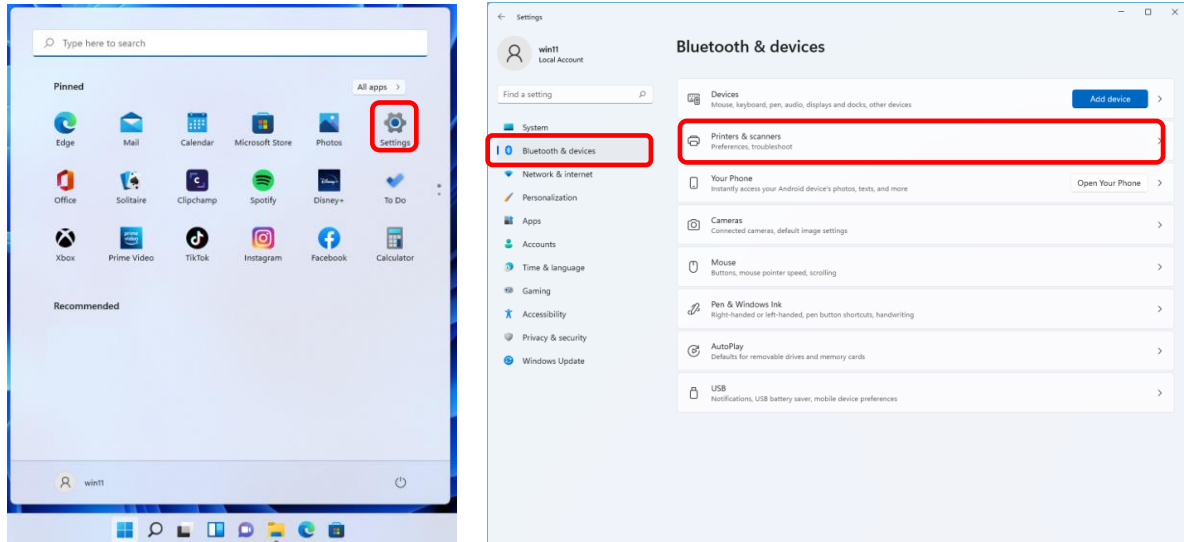


Figure 1.3.1 Bluetooth & devices

On the Printers & scanners screen, check that CITIZEN CX-02W appears. This completes installation of the printer driver.

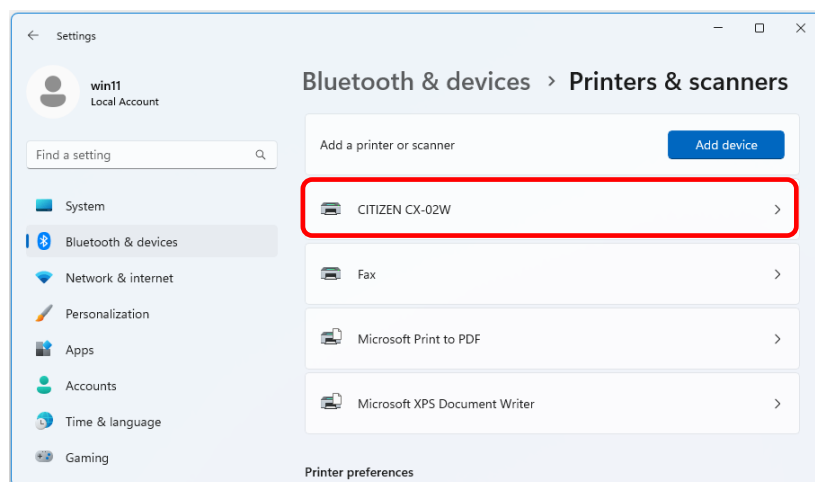


Figure 1.3.2 Printers & scanners

After the installation of the printer driver is complete, always restart the computer.

1.4 Install drivers for unspecified devices

If the printer does not appear on the Printers & scanners screen, select “Devices” on the “Bluetooth & devices” screen. Select “More devices and printer settings” on the “Devices” screen to open the “Devices and Printers” screen. If you connect a printer that is on to the computer before installing the driver package, a device is created under “Unspecified” in “Devices and Printers”.

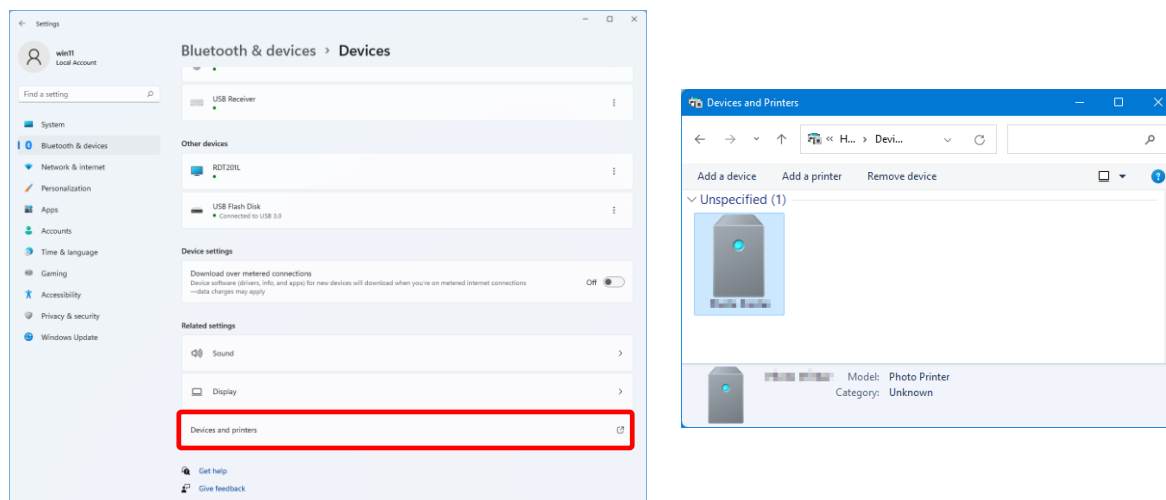


Figure 1.4.1 “CITIZEN SYSTEMS CX-02W” under Unspecified

In such a case, use the following method to install the printer driver.

Furthermore, use the following method to install the printer driver if you use the standard installation procedure (install the driver package, connect the printer, and then install the printer driver), but the driver is not installed correctly, and a device is created under “Unspecified”.

1. Install the driver package

When the driver package has not yet been installed, install it by following the procedure in “1.2 Install the driver package”.

If you install the driver package, installation of the printer driver for the unspecified device completes it automatically.

2. Installing a driver for an unspecified device

Refer to page 8 for the driver installation procedure for an “Unspecified” device after installing the driver package.

- 1) Right-click "CITIZEN SYSTEMS CX-02W" of the "Unspecified" device in "Devices and Printers", and click "Remove device" from the pull-down menu.

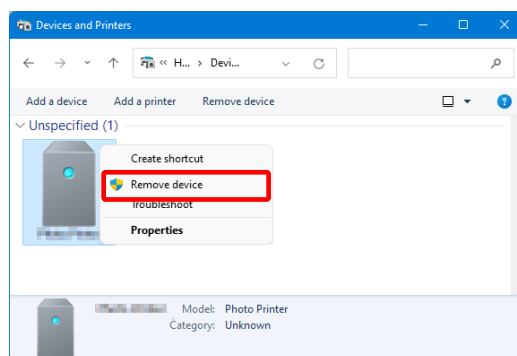


Figure 1.4.2 Delete "CITIZEN SYSTEMS CX-02W"

- 2) Disconnect the USB cable connected to the printer.
- 3) Restart your computer.
- 4) After starting up the computer, connect the USB cable again and turn on the printer.

In Printers & scanners, make sure that "CITIZEN CX-02W" is present.

This completes installation of the printer driver.

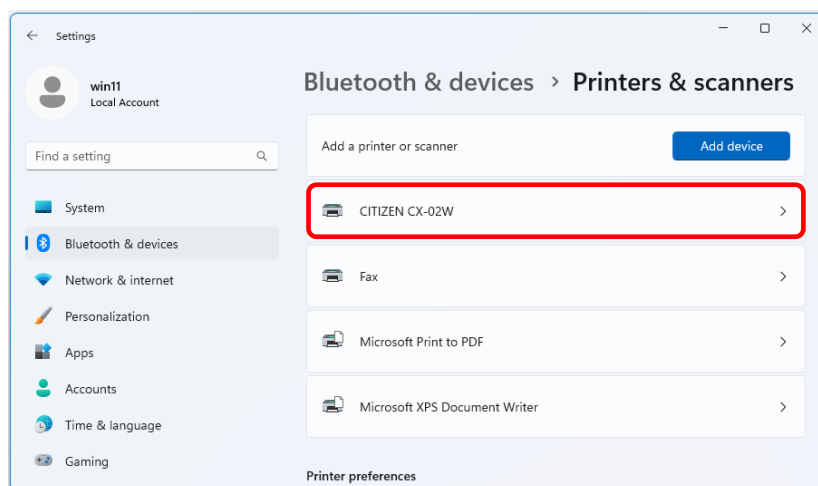


Figure 1.4.3 Devices and Printers screen

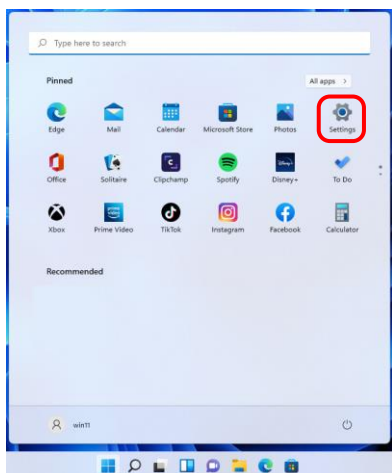
After the installation of the printer driver is complete, always restart the computer.

Chapter 2 Properties

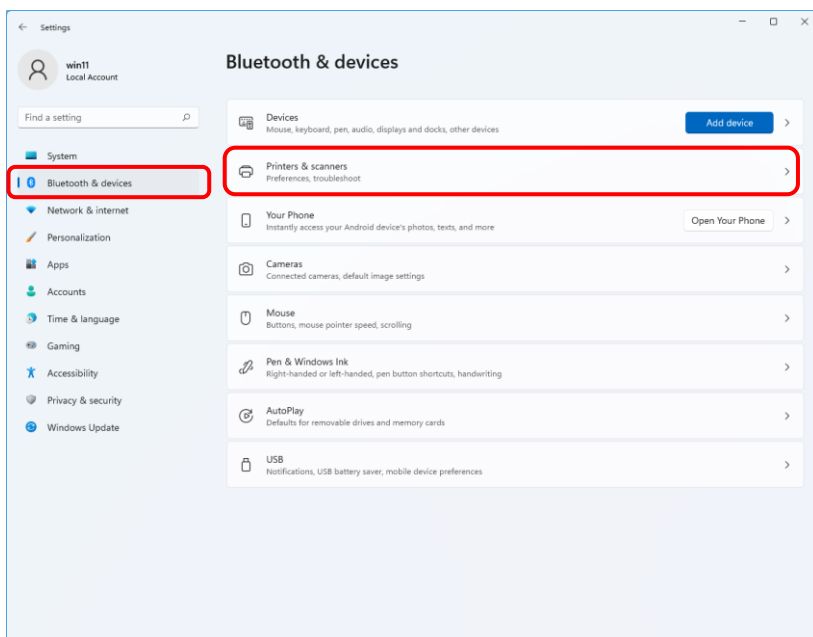
You can configure various printer settings from the Properties of the driver. Make sure you understand the contents well before changing settings. To use the properties, log in as an administrator. Depending on the application you are using, you must perform this operation from the print settings of the application.

2.1 Open the printer properties

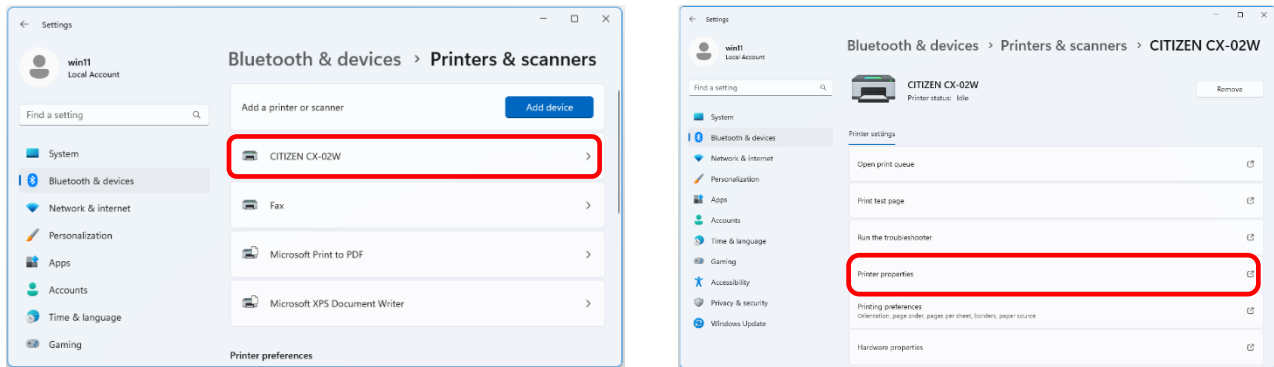
1. Click "Start", and then select "Settings" to open the Settings screen.



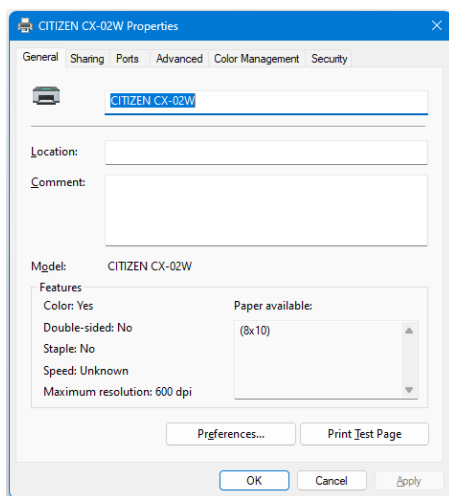
2. From the "Settings" screen, select "Bluetooth & devices" -> "Printers & scanners" screen.



3. Click "CITIZEN CX-02W", and then select "Printer properties" to open the Properties screen.



4. The CITIZEN CX-02W Properties screen appears.



2.2 Print settings functions

If you select the basic settings from the Properties screen, you can change various print settings.

2.2.1 Layout

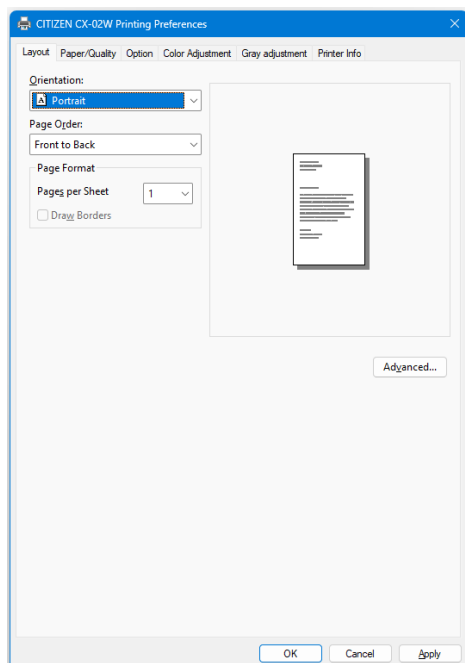


Figure 2.2.1 Layout tab

Orientation

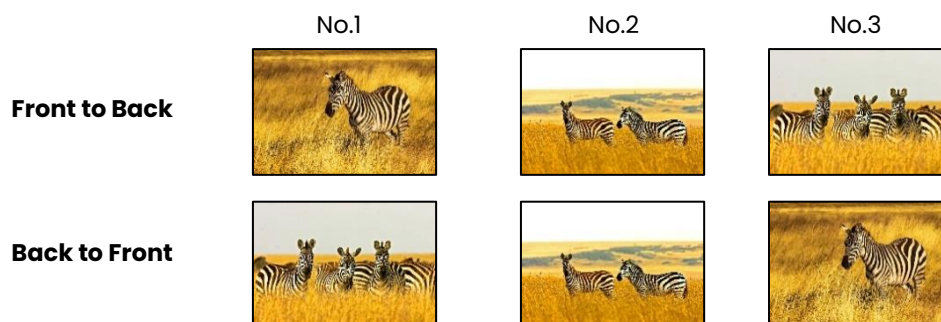
Set the print orientation to "Portrait" or "Landscape".

For details, refer to "2.6 Orientation".

Page Order

In the application, specify the order when multiple copies of an image are printed.

Example) Print order



Page Format

Pages per Sheet

Set printing of the specified division size. In most situations, set "1".

Example) Division size



2.2.2 Advanced options

If you select "Advanced..." on the Layout tab, you can configure various advanced options.

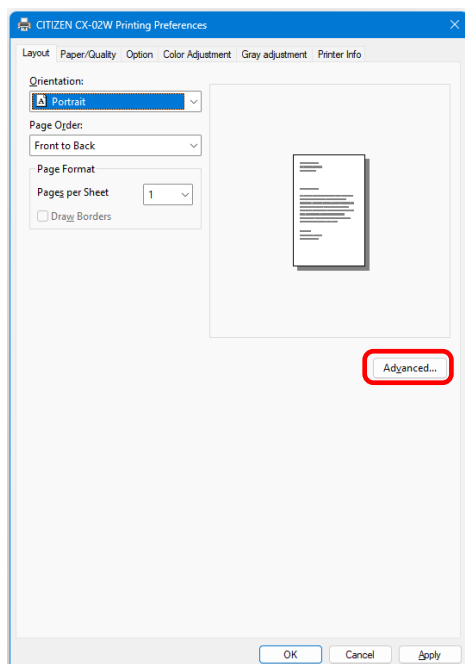


Figure 2.2.2.1 Advanced settings

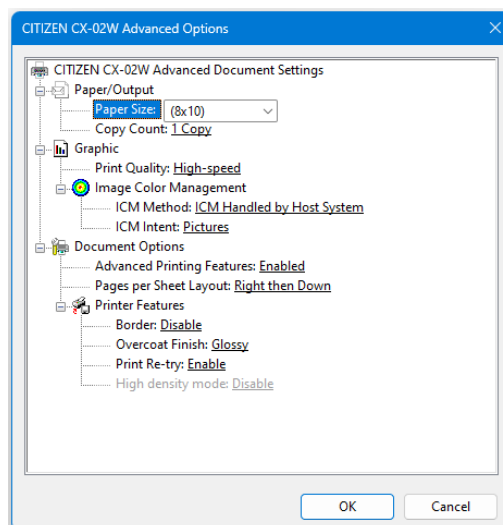


Figure 2.2.2.2 Advanced options tab

Paper/Output

Paper Size

Specify the paper size. The paper size that can be specified depends on the media size that is loaded in the printer. If the printer is offline, the loaded media size is assumed to be A4. Multiple layout will be automatically used depending on the specified paper size.

For details, see <Multiple layout> described later.

Loaded media size	Specifiable paper size	Multiple layout
8x10 ^{(*)1}	8x4, 8x5	Enable
	8x6, 8x8, 8x10	Disable
8x12 ^{(*)1}	8x4, 8x5, 8x6	Enable
	8x8, 8x10, 8x12	Disable
A4 ^{(*)2}	A5 Format, 8x4, 8x5	Enable
	A4 Format, 8x6, 8x8, 8x10	Disable

*1: Paper sizes that cannot be used for printing are grayed out.

*2: For paper sizes that can create margins on the sides of the output results, a warning appears.

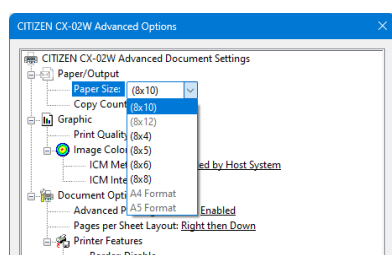


Figure 2.2.2.3 Incompatibility media size (Gray out indication)

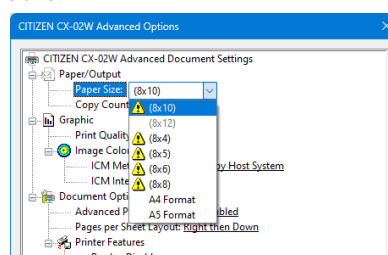


Figure 2.2.2.4 Incompatibility media size (Warning indication)

Copy Count

You can specify the number of copies to be published for images.

Graphic**Print Quality**

Specify the resolution.

Print quality	Function
High-speed	Print using high speed mode
High-quality	Print using high quality mode

ICM Method

ICM Method	Function
ICM Disabled	Synchronized with "Color Adjustment Disabled" in the 2.2.4 Option.
ICM Handled by Host System	Synchronized with "Color Adjustment ICM" in the 2.2.4 Option. Manage colors using the driver.
ICM Handled by Printer	When this item has been selected, operation is the same as "ICM Handled by Host System".

ICM Intent

Set the rendering method when using ICM. For the ICC profile, always set to "Pictures".

Do not use other settings.

Document Options**Advanced Printing Features**

Always set "Enabled". Do not use other settings.

Pages per Sheet Layout

Set the layout direction of an image when the Pages per Sheet setting is set for multiple divisions.

Printer Features**Border**

Synchronized with Border in the Option.

Overcoat Finish

Set the overcoat finish method for the surface of printed items from the following three types.

Overcoat Finish	Function
Glossy	Create an item with a glossy finish.
Matte	Create an item with a matte finish.
Luster	Create printouts with rough surface and semi-gloss finish that has less glare.

Print Re-try

Specify whether to print data in the printer buffer after a printer error has been cleared.

Print Re-try	Function
Disable	Clear the print data in the printer buffer when a printer error occurs. You must send the cleared print data again after the error is cleared. When you use an application with an error recovery function, select this option.
Enable	Save print data in the printer buffer when an error occurs. The printing process is restarted from the saved data after the error is cleared. Note that if the power is switched off, the data is not saved.

Depending on the content of the printer error, it may be necessary to restart the printer to clear the error. In such cases, the print data in the printer buffer is cleared regardless of the Print Re-try setting.

The following section shows the operation for each Print Re-try setting by error.

Error content	When Print Re-try is disabled	When Print Re-try is enabled
Paper end	You must send the unprinted image data again after the error is cleared.	The printing process is restarted from the data saved in the printer buffer after the error is cleared. When the paper initialization operation is to be carried out, printing occurs afterwards.
Ribbon end		
Door open		
No scrap box		
Paper jam	To prevent the occurrence of an error, printing will not be restarted, regardless of the Print Re-try function setting. After the printer stops due to an error, follow the user's manual of the printer to eliminate the cause of the paper or ribbon error. You must send the unprinted image data again after the error is cleared.	
Ribbon error		
Paper size setting error		
System error •Data error •Head voltage error •Head position error •Power supply fan stopped •Cutter error •Head temperature error •Media temperature error •RFID module error	Because the printer must be switched on and off to clear the error, the print data in the printer buffer is cleared regardless of the Print Re-try setting. After the printer has restarted, you must send the unprinted image data again.	

High density mode

Enables or disables high density mode.

This function is valid only when Print Quality is "High-quality".

High density mode	Function
Disable	Prints with normal density.
Enable	Prints with an optical density higher than the maximum density. (*1)

*1: Printing time increases over printing with normal density, and the Rewind Print function is also disabled.

◀Multiple layout▶

Multiple layout can be specified in the paper size settings of the printer driver. When multiple images are sent from the application, multiple layout is automatically used by the printer driver.

Loaded media	Paper size setting	Paper size width x height (mm)	Maximum allocation counts
8x10	(8x4)	207.3x104.6	2
	(8x5)	207.3x130.0	2
8x12	(8x4)	207.3x104.6	3
	(8x5)	207.3x130.0	2
	(8x6)	207.3x155.4	2
A4	A5 Format	214.0x151.5	2
	(8x4) ^{(*)1}	207.3x104.6	2
	(8x5) ^{(*)1}	207.3x130.0	2

Multiple layout is carried out under the following conditions.

1. Set the paper size of the printer driver to one of the abovementioned paper sizes.
2. Send multiple images from the application.^{(*)2}

Note)

*1: Margins can be created on the sides of the output results.

*2: Depending on usage, rewind printing may be used instead of multiple layout printing.

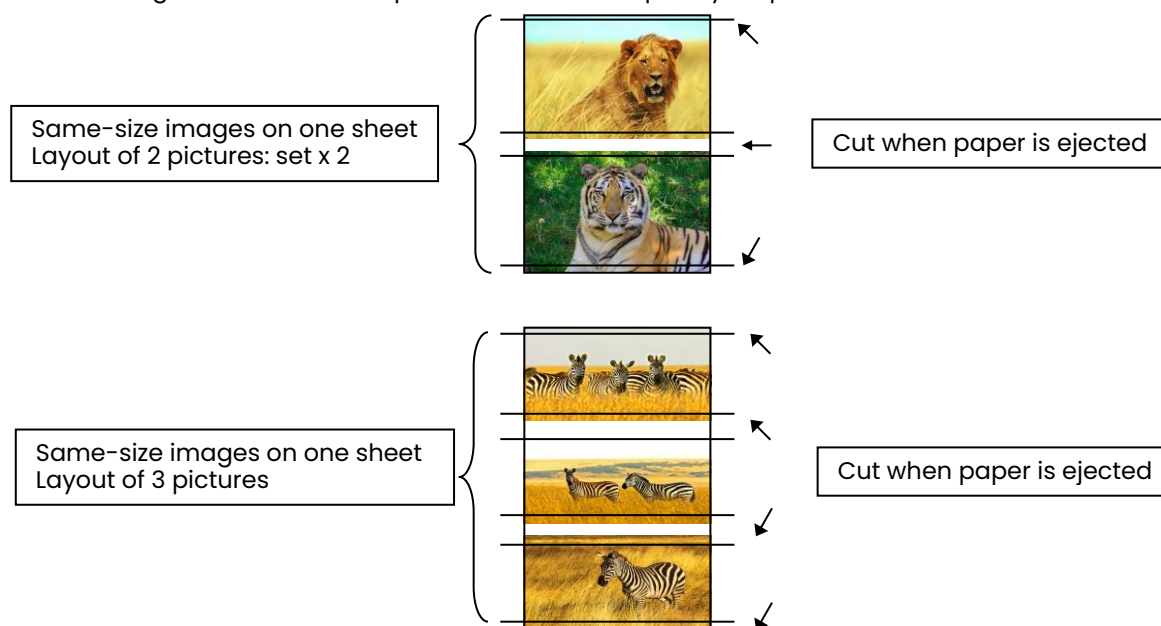
Because they are carried out by the print job, multiple layout are carried out when there are multiple images in a single job.

If you want to layout the same image, send the same number of images as the number-of-sheets setting.

The printer prints two or three screens worth of images at one time and cuts the paper to the set size when the paper is ejected.

◀Multiple layout patterns▶

The following combinations are possible for the multiple layout patterns.





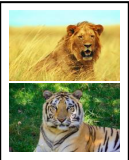

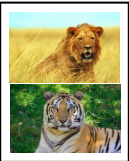
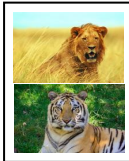


◀The rewinding print function ▶

This function performs optimal printing that controls ribbon consumption when printing 8x4 and 8x5 size prints on 8x10 size media.

In the same manner, it also performs optimal printing that controls ribbon consumption when printing 8x4, 8x5, and 8x6 size prints using 8x12 size media, and A5 Format, 8x4, and 8x5 size prints using A4 size media.

The above operation applies only to the CX-02W. The CX-02W (A) performs printing without rewinding the ribbon.

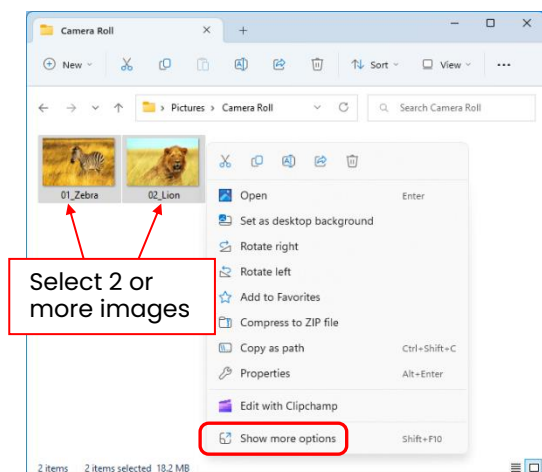
The following shows the difference in ribbon consumption when (8x4) is specified for the paper size setting for 8x10 size media.

	CX-02W	CX-02W (A)
When printing one sheet at 8 x 4 size once	 <p>*After printing, the ribbon is rewound and adjusted to the next print position.</p>	
When printing one sheet at 8 x 4 size twice	 <p>*After the first sheet is printed, the ribbon is rewound, and the second sheet is printed.</p>	
When printing two sheets at 8 x 4 size once	 <p>*Two sheets are printed at the same time in a multiple layout.</p>	 <p>*Two sheets are printed at the same time in a multiple layout.</p>
When printing one 8 x 4 size sheet once, and then printing two 8 x 4 size sheets once	 <p>*After the first sheet is printed, the ribbon is rewound, and the second and following sheets are printed. Furthermore, after the third sheet is printed, the ribbon is rewound and adjusted to the next print position.</p>	 <p>*For the second and third sheets, two sheets are printed at the same time in a multiple layout.</p>

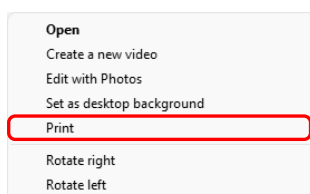
<Application usage example>

This usage example uses Windows Explorer.

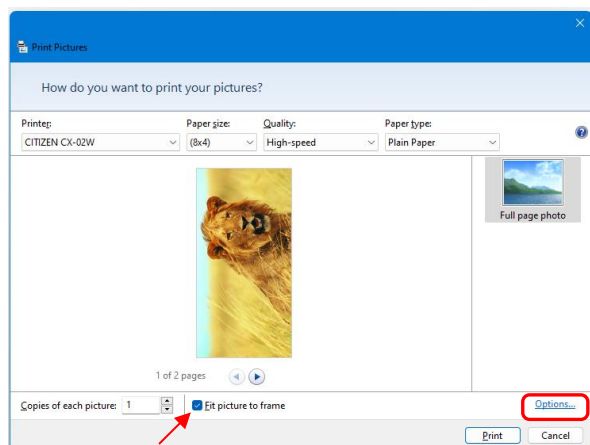
Step 1. In Windows Explorer, select two or more pictures.
Next, click "Show more options".



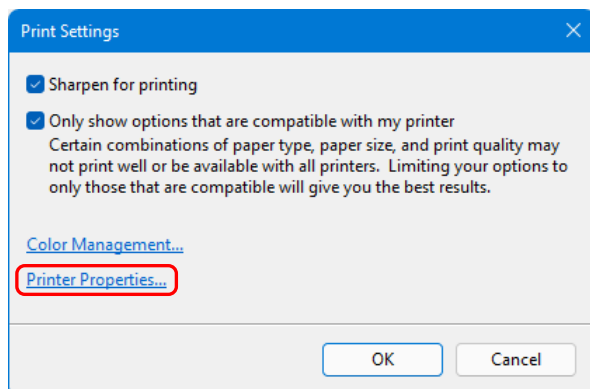
Step 2. Click "Print".



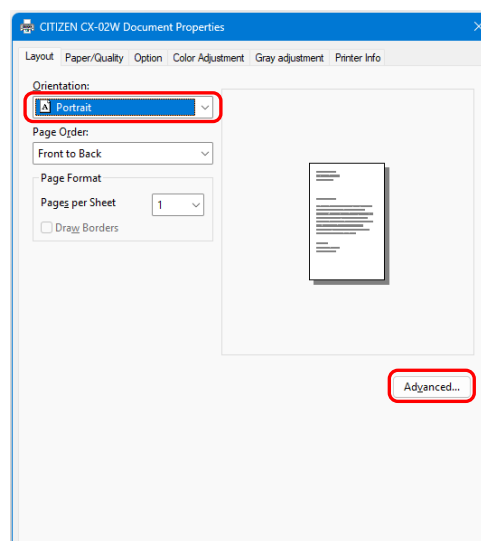
Step 3. Select "Fit picture to frame" check box, and then click "Options...".



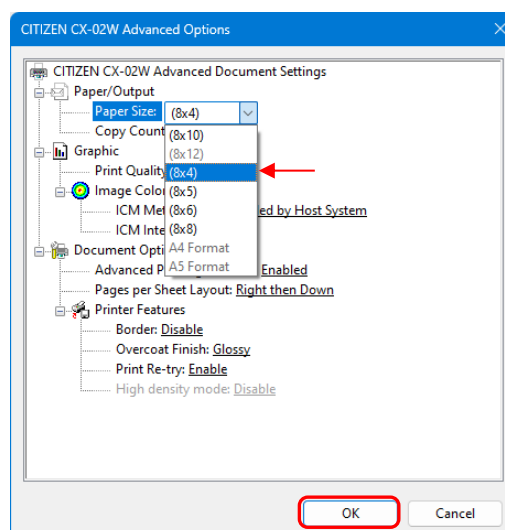
Step 4. Click "Printer Properties...".



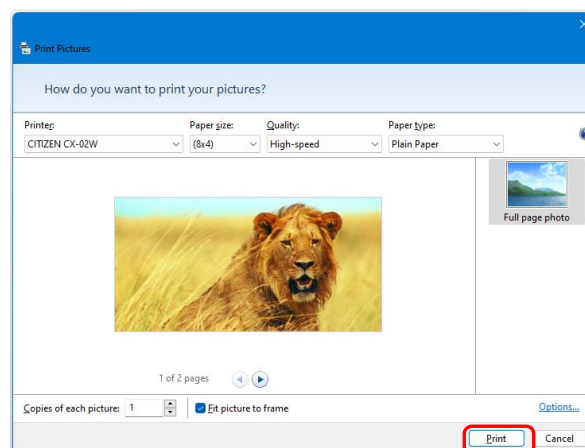
Step 5. Set the Orientation to "Portrait", and click "Advanced...".



Step 6. Set the paper size to the setting of the multiple layout. Click "OK" twice to close the dialog boxes in Step 6 and 5 and return to the display in Step 3.



Step 7. Click the "Print" button.



2.2.3 Paper/Quality

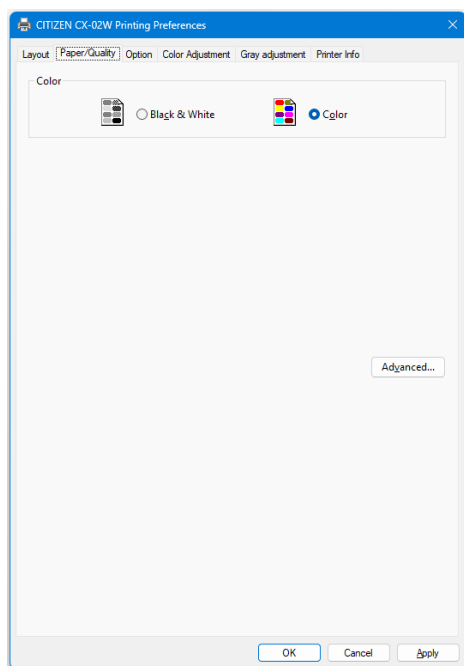


Figure 2.2.3 Paper/Quality tab

Color

Set Color. Do not use black and white.

2.2.4 Option

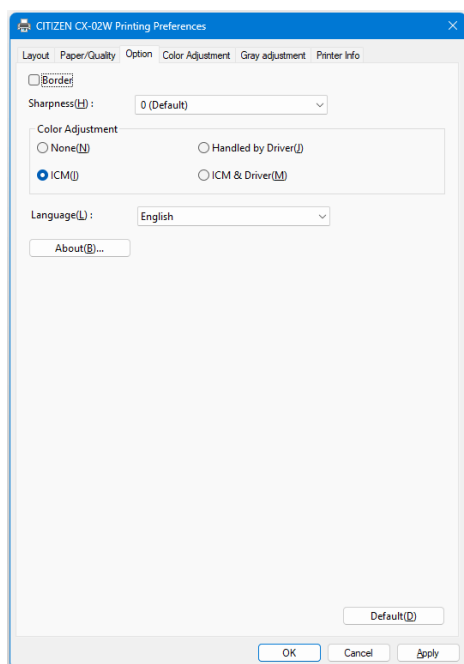


Figure 2.2.4.1 Option tab

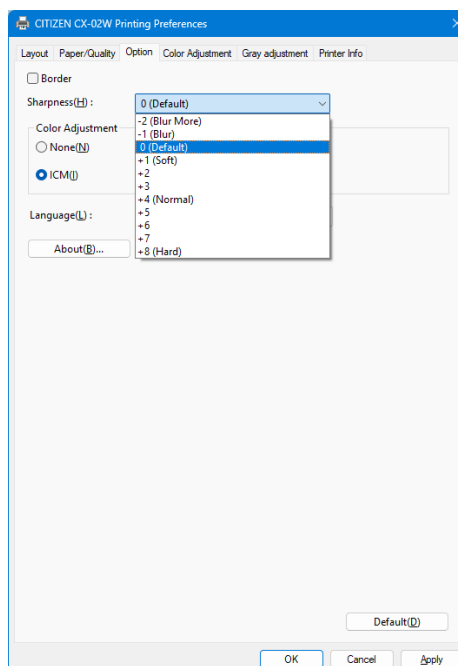


Figure 2.2.4.2 Sharpness setting

Border

Specify a border for printing. (Select the check box for a border.) Synchronized with Border Enable / Disable in the Advanced settings.

Sharpness

Process sharpness using one of the 11 stages (Figure 2.2.4.2). If the setting is "0 (Default)", sharpness is not processed.

Moving to the minus (-) side blurs the image and moving to the plus (+) side sharpens the image.

Color Adjustment

None

Synchronized with the ICM Method in the Advanced settings. If this check box is selected, ICM is disabled, the Color adjustment tab is also disabled, and the printer driver does not carry out color adjustment.

Handled by Driver

If this check box is selected, ICM is disabled, and the 2.2.5 Color Adjustment is enabled.

The result is applied to the adjustment values of the following items: Gamma, Brightness, Contrast, and Chroma.

ICM

Synchronized with the ICM Method of the Advanced settings (ICM Handled by Host System).

If this check box is selected, the driver manages colors.

ICM & Driver

If this check box is selected, ICM (color management) and the 2.2.5 Color Adjustment are enabled.

Language

Change the display language for the following items: "Option", "Color Adjustment", and "Printer Info".

The selected language is enabled the next time the print settings are displayed.

[Available languages]

- Japanese
- English (US)
- French (France)
- German (Germany)
- Russian (Russia)
- Spanish (Spain)
- Italian (Italy)
- Korean
- Chinese (People's Republic of China)
- Chinese (Taiwan)

When your operating system environment corresponds with one of the above settings, the default display language is the language of the corresponding country. Furthermore, when your operating system environment does not correspond with one of the above settings, the default display language is English.

To use a language different from that of your operating system, you must install the following font for the corresponding language.

Language	Font
Japanese	Yu Gothic UI
English (US)	Segoe UI
French (France)	Segoe UI
German (Germany)	Segoe UI
Russian (Russia)	Segoe UI
Spanish (Spain)	Segoe UI
Italian (Italy)	Segoe UI
Korean	Malgun Gothic
Chinese (People's Republic of China)	Microsoft YaHei
Chinese (Taiwan)	Microsoft JhengHei

About

Show the driver version.

2.2.5 Color Adjustment

If the Handled by Driver check box is selected in the 2.2.4 Option, the adjustment values of the Color Adjustment tab are applied to the image.

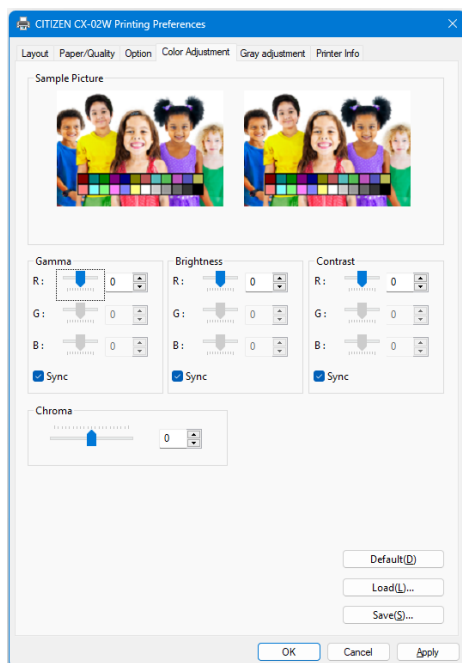


Figure 2.2.5 Color Adjustment tab

The following section shows the setting ranges on the Color Adjustment tab.

Adjustment item	Adjustment value
Gamma	-100 (dark) to 100 (bright) ("0" results in no adjustment, $\gamma 2.0$ to 0.5) Adjust the density of the half-tone section of the image. Increasing the gamma value brightens the half-tone section. Sync check box ON: Set RGB to same value. OFF: Set RGB to different value.
Brightness	-100 (dark) to 100 (bright) ("0" results in no adjustment) Adjust the brightness of the image. Increasing the brightness value brightens the entire image. Sync check box ON: Set RGB to same value. OFF: Set RGB to different value.
Contrast	-100 (weak) to 100 (strong) ("0" results in no adjustment) Adjust the contrast of the image. Increasing the contrast value increases the difference of brightness and darkness. Sync check box ON: Set RGB to same value. OFF: Set RGB to different value.
Chroma	-100 (weak) to 100 (strong) ("0" results in no adjustment) Adjust the chroma of the image.

2.2.6 Gray Adjustment

Gray adjustment is a function to adjust the tone of printouts.

You can adjust the tone of printouts by specifying any of the 91 (including the default) settings.

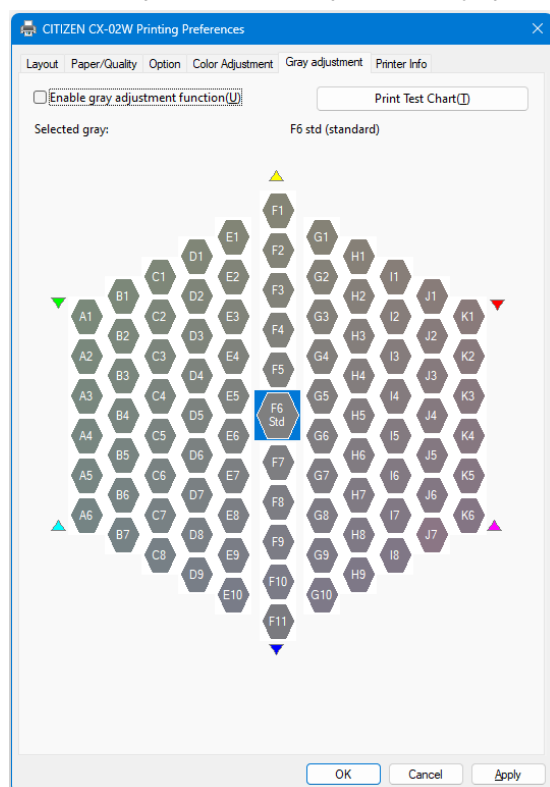


Figure 2.2.6 Gray Adjustment tab

Enable gray adjustment function

Enables or disables the gray adjustment function. (Enabled when the check box is selected.)

Print Test Chart

Prints a test chart. The print size is fixed to 8 x 5 inches.

Selected gray

Indicates the gray adjustment value selected with the A1 to K6 buttons.

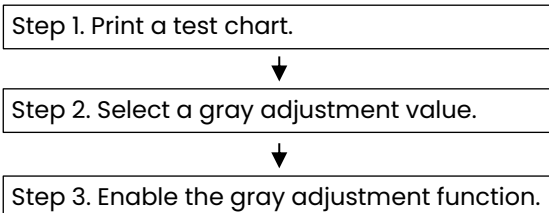
A1 to K6 gray adjustment selection buttons

Check the test chart print result and then select the gray adjustment value.

The selected value is emphasized by light blue. The default value is F6 Std (standard).

◀Gray adjustment procedure▶

- Step 1.** Print a test chart. (The test chart is printed using the default value regardless of the selected gray adjustment value.)
- Step 2.** Check the print result and click the gray adjustment selection button A1 to K6 with which you wish to make the adjustment.
- Step 3.** Enable the gray adjustment function. When the check box is selected, the gray adjustment value is reflected in the image.



2.2.7 Printer information

View the printer information.

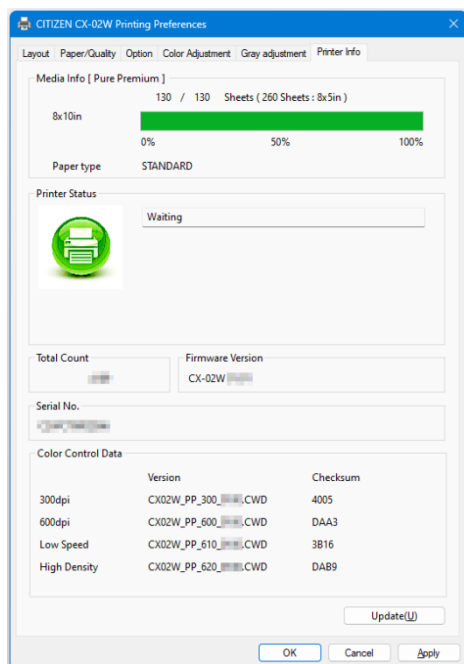


Figure 2.2.7.1 Printer Information tab

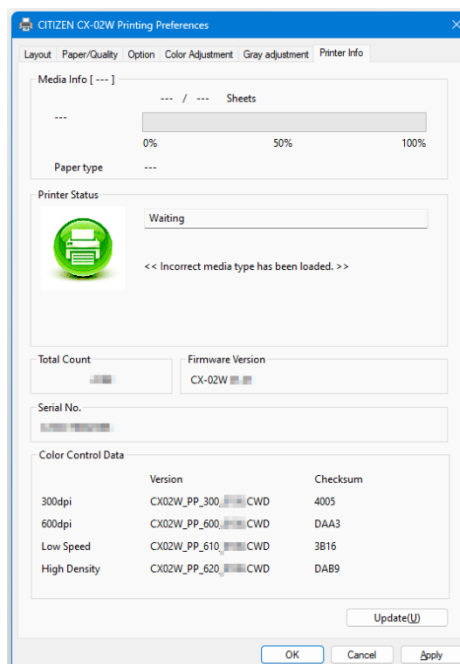














Figure 2.2.7.2 Display when incorrect media is loaded

The following section shows the information displayed in the Printer Info tab.

Display item	Display details		
Media Info	This area shows, for example, the size and remaining number of printable sheets for the ribbon media in the printer. *Media information is not displayed when a media type not supported by the printer has been loaded. (Figure 2.2.7.2)		
Printer Status	Displays the status of the printer using icons and characters.		
	Display icon (Color)	Display characters	Status/Response
	 (Green)	Waiting	Printing is possible.
	 (Blue)	Printing	The printer is printing.
	 (Yellow)	Door open	Front door is open. Close the front door.
	 (Yellow)	Ribbon end	No ribbon remains. Load new media. (Replace the paper and ribbon as a set.)
	 (Yellow)	Paper end	No paper remains. Load new media. (Replace the paper and ribbon as a set.)

Display item	Display details		
Printer Status	Display icon (Color)	Display characters	Status/Response
	 (Gray)	Offline	The printer cannot be recognized. Connect the printer and computer, and then turn on the power.
	 (Purple)	Cooling head	The head is being cooled. Please wait a while. Printing will resume automatically.
	 (Orange)	Ribbon error	The ribbon is not set correctly. Reload the ribbon properly.
	 (Orange)	Paper size setting error	The printer settings and size of the installed ribbon do not match. Check the paper size setting and ribbon size.
	 (Orange)	Paper jam	A paper jam was detected. Remove the paper and reload it properly.
	 (Orange)	No scrap box	The scrap box is being detached. Attach the scrap box.
	 (Red)	System error	System error. Restart the printer and computer. If the printer does not recover after the restart, contact the service center.
	*A warning message is displayed when a media type not supported by the printer has been loaded. (Figure 2.2.7.2)		
Total Count	Total count of printed sheets.		
Firmware Version	Version of the control program of the printer. xx.xx indicates the version. •CX-02WA xx.xx (For the United States) •CX-02W xx.xx (For other countries)		
Serial No.	Serial number of the printer.		
Color Control Data	Printer color control data.		

2.3 Default values for settings

The following section shows the default values of the settings (at installation). If the settings have been changed, and the printer driver no longer operates normally, return to the default values shown below.

Note) Depending on the service pack of your operating system or your usage environment, the default values at installation may differ from those in the chart below.

Chart 2.3 Default print settings

Tab	Setting			Value	
Layout	Orientation			Portrait	
	Page Order			Front to Back	
	Pages Per Sheet			1	
Paper/Quality	Color			Color	
Option	Border			Disable	
	Sharpness			0 (Default)	
	Color Adjustment			ICM	
	Language setting			English	
Gray Adjustment	Enable gray adjustment function			Disable	
	Selected gray			F6 (standard)	
Color Adjustment	Gamma			0	
	Brightness			0	
	Contrast			0	
	Chroma			0	
Advanced settings (In the Layout tab, click “Advanced...”)	Paper/Output	Paper Size		(8x10)	
		Copy Count		1 Copy	
	Graphic	Print Quality		High-speed	
		Image Color Management	ICM Method		ICM Handled by Host System
			ICM Intent		Pictures
	Document options	Advanced Printing Features		Enabled	
		Pages per Sheet Layout		Right then Down	
		Printer function	Border		Disable
			Overcoat Finish		Glossy
			Print Re-try		Enable
High density			Disable		

2.4 Color management

Use Color management to specify the color profile. The installer associates “SD_CX02W_XXXX.icc” and “PP_CX02W_XXXX.icc” by default.

This printer driver automatically changes the color profile for the media that is loaded in the printer.

To use an ICC profile other than the default profile, overwrite the ICC profile that has been registered as the default.

For the ICC profile to overwrite, prefix “SD_” to the profile name for Digital media and prefix “PP_” to the profile name for Pure Premium media and Luxury media.

Example: Overwritten profile name

- For Digital: SD_XXXXXXX.icc
- For Pure Premium, Luxury: PP_XXXXXXX.icc

Step 1. From the Printer Properties, select the Color Management tab, and then click “Color Management...”.

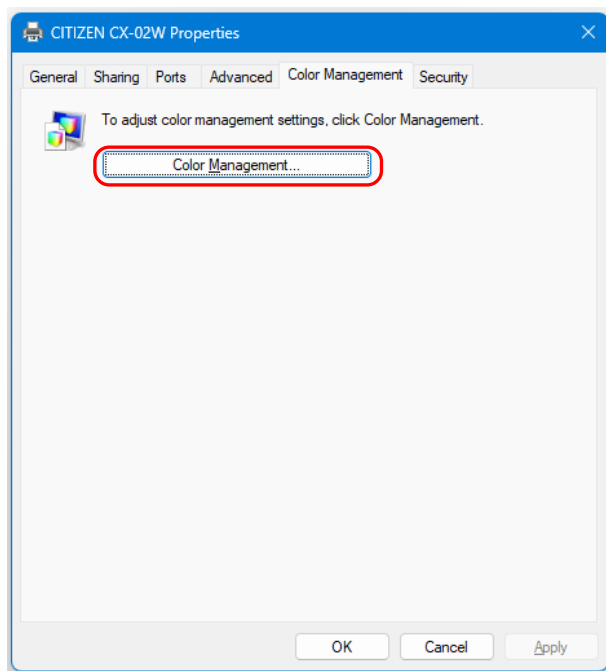


Figure 2.4.1 Color Management

Step 2. From Device, select “Printer: CITIZEN CX-02W”.

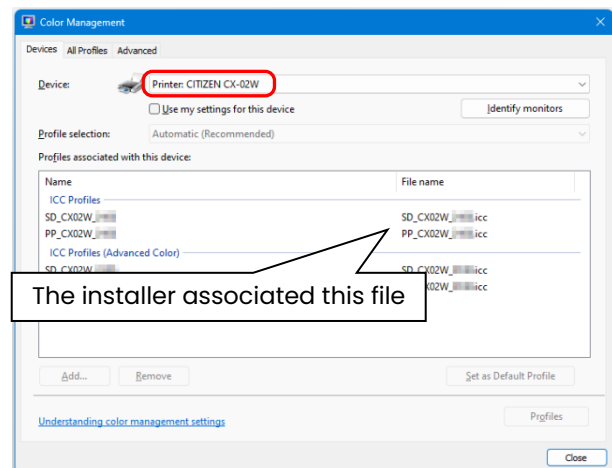


Figure 2.4.2 Color Management Window

2.5 Print Area

The following section shows the image sizes and numbers of dots generated by the paper size setting of the driver.

Paper size	Image size (width x height)		Number of image dots (width x height)	
	(inch)	(mm)	High-speed (300x300 dpi)	High-quality (600x600 dpi) ^{*1}
(8x4)	8" x 4"	207.3 x 104.6	2448 x 1236	4896 x 2472
(8x5)	8" x 5"	207.3 x 130.0	2448 x 1536	4896 x 3072
(8x6)	8" x 6"	207.3 x 155.4	2448 x 1836	4896 x 3672
(8x8)	8" x 8"	207.3 x 206.0	2448 x 2436	4896 x 4872
(8x10)	8" x 10"	207.3 x 257.0	2448 x 3036	4896 x 6072
(8x12)	8" x 12"	207.3 x 307.8	2448 x 3636	4896 x 7272
A5 Format	8.3" x 5.8"	214.0 x 151.5	2528 x 1790	5056 x 3580
A4 Format	8.3" x 11.7"	214.0 x 300.0	2528 x 3544	5056 x 7088

*1: Convert to 300 x 600 dpi size within the driver, and then send to the printer.

2.6 Orientation

The following chart shows the relationship of images generated by an application and printed items (output direction) according to the orientation setting. Generated images are not the original image rotated by the application but are zoomed to fit within the sizes is shown in "2.5 Print Area".

Original image	Driver setting				
	Orientation	Paper setting			
		(8x4) (8x5) (8x6) (8x8) A5 Format	(8x10) (8x12) A4 Format	Generated image	Printed item (Output orientation ↓)
	Portrait				
	Landscape				
	Portrait				
	Landscape				

Chapter 3 Update the driver

As when performing the installation, log in as an administrator before carrying out this operation.

1. Check the job

Before updating the printer driver, close all applications. Furthermore, click on the printer to be deleted on the “Printers & scanners” screen, and then click “Open print queue”. Confirm that there are no print jobs, and then start deletion of the driver.

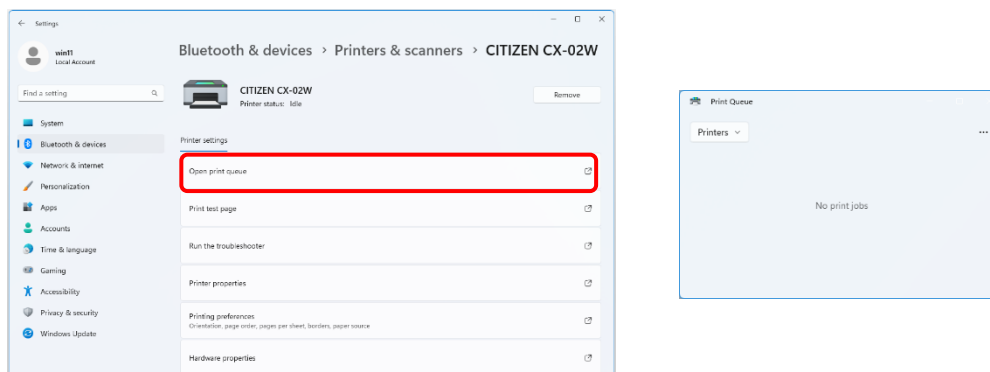


Figure 3.1 Screen when Open print queue is clicked

2. Uninstall the driver package

- 1) Right click “Start”, and then select “Installed apps”.



Figure 3.2 Screen when the Start button is right clicked

- 2) Click the menu display button of "CITIZEN CX-02W" in the list of apps, and then select "Uninstall".

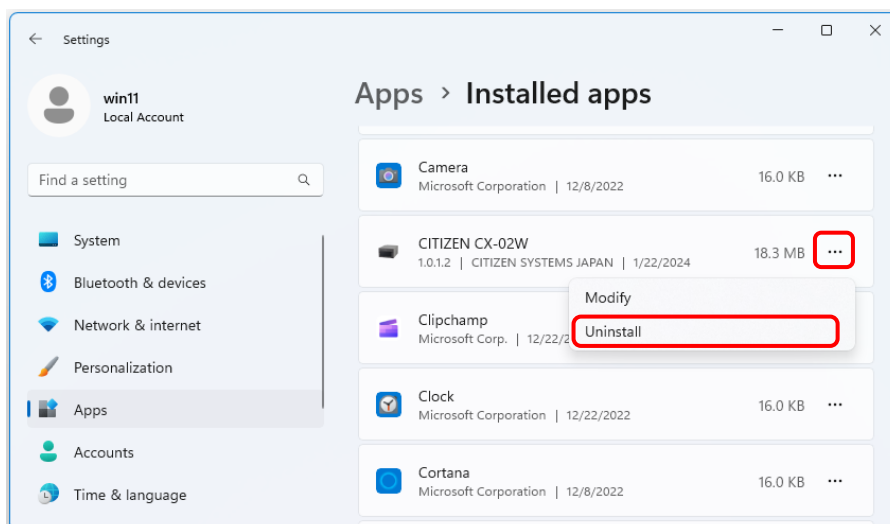


Figure 3.3 Uninstall a program

- 3) When the "This app and its related info will be uninstalled." message appears, click "Uninstall".

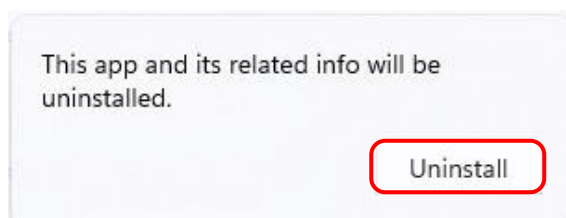


Figure 3.4 Uninstallation confirmation screen

If the User Account Control dialog box appears, click "Yes".

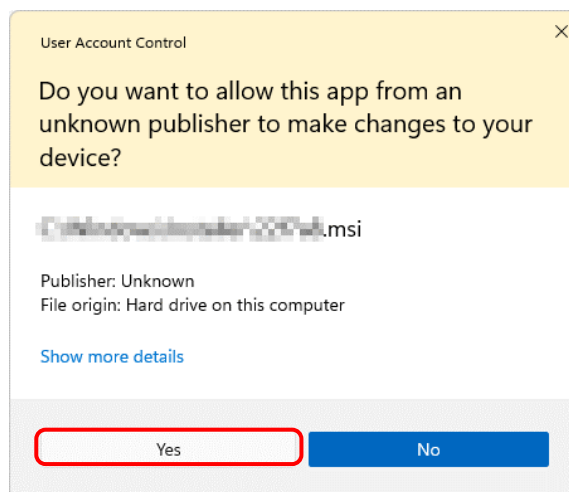


Figure 3.5 User Account Control

3. Install an upgrade for the printer driver

After deleting the printer and the printer driver, install the new printer driver. For the installation procedure, see "Chapter 1 Installation".

4. Restart the computer

After the installation of the printer driver is complete, always restart the computer.
(Do not print just after installation. Always restart the computer once.)

Chapter 4 Delete the driver

4.1 Automatic deletion of printer drivers

The printer driver is automatically deleted when uninstalling the driver package.

For the steps to uninstall the driver package, see “2. Uninstall the driver package” in Chapter 3.

Note that uninstalling the driver package when the printer driver is in use will display the following message, and the printer driver will not be deleted.

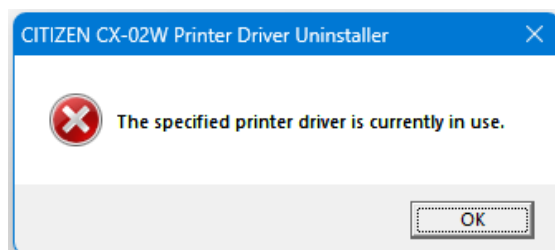


Figure 4.1 Message displayed when the driver is in use

When the above message is displayed, restart the computer and then delete the printer driver using the procedure described in “4.2 Manual deletion of printer drivers”.

4.2 Manual deletion of printer drivers

- 1) Click "Start", select "Settings" -> "Bluetooth & devices", and then open "Printers & scanners".

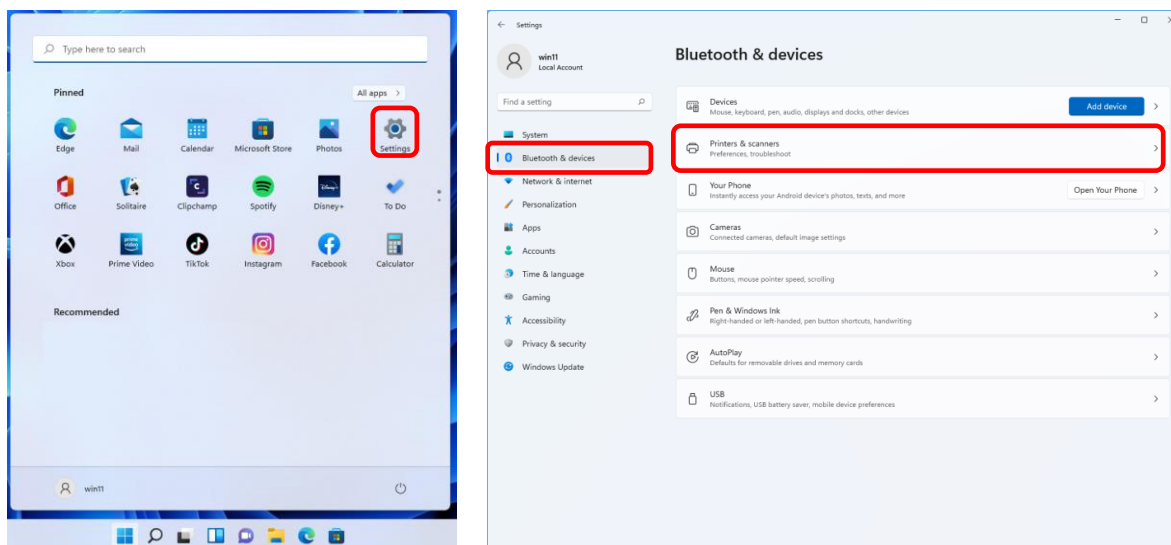


Figure 4.2.1 Bluetooth & devices

- 2) From the "Printers & scanners" screen, select CITIZEN CX-02W, and then click "Remove".

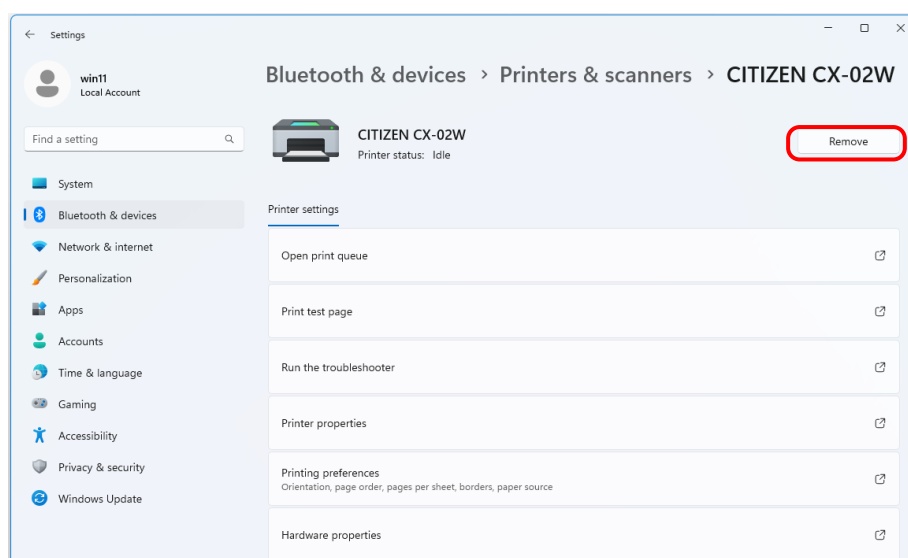


Figure 4.2.2 Screen when CITIZEN CX-02W is selected and Remove is clicked

- 3) The printer deletion confirmation dialog box appears. Click "Yes".

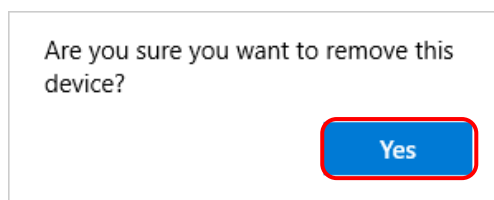


Figure 4.2.3 Printer deletion confirmation dialog box

- 4) After removing the CITIZEN CX-02W printer, click "Print server properties" in "Printers & scanners".

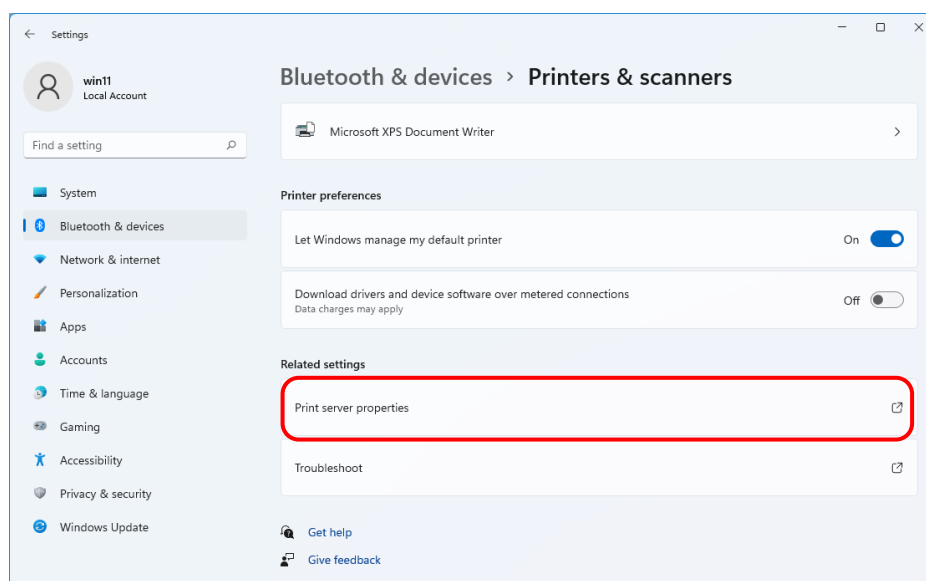


Figure 4.2.4 Screen when Print server properties is clicked on the Printers & scanners screen

- 5) The Print Server Properties dialog box appears. Click the "Drivers" tab. From the installed printer driver list, select "CITIZEN CX-02W", and then click "Remove...".

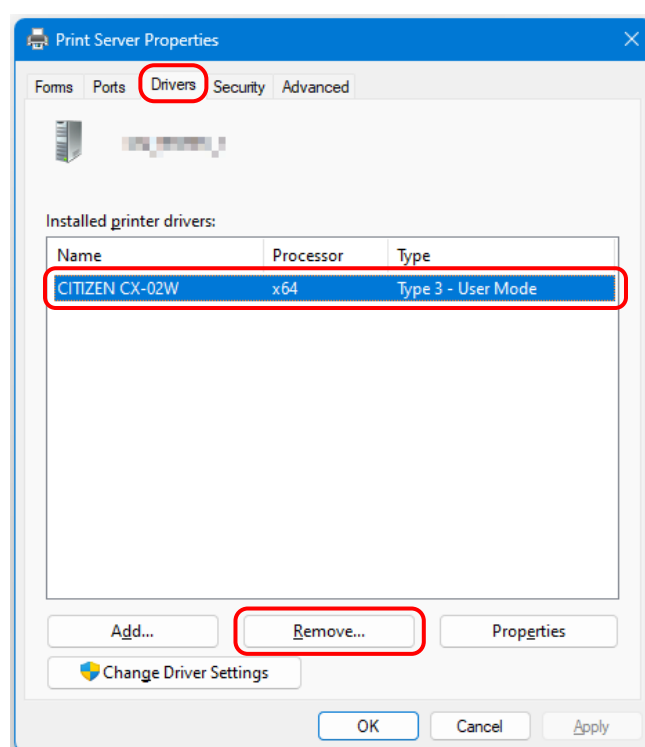


Figure 4.2.5 Printer Server Properties dialog box

- 6) The Remove Driver and Package dialog box appears. Select "Remove driver only", and then click "OK".

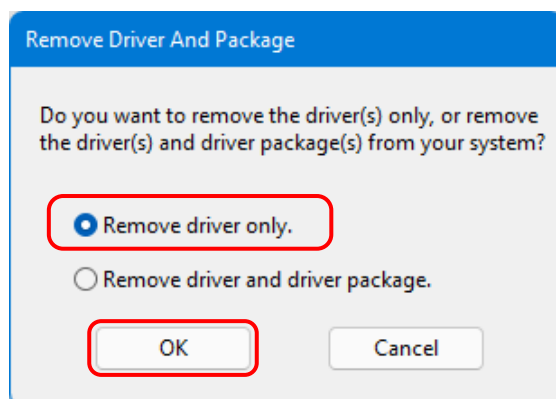


Figure 4.2.6 Remove Driver And Package dialog box

- 7) The Print Server Properties confirmation dialog box appears. Click "Yes".

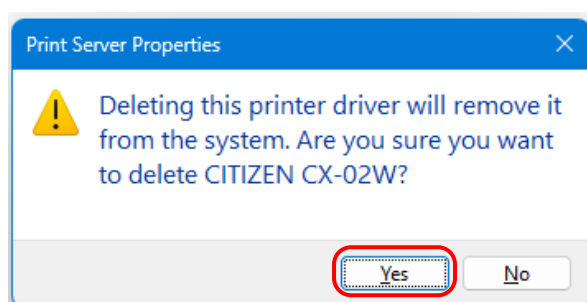


Figure 4.2.7 Driver deletion confirmation dialog box

If the following message appears, the operating system may be using the driver (Print Spooler service) in the background. Disconnect the USB cable and then restart your computer and try deleting the printer driver again.

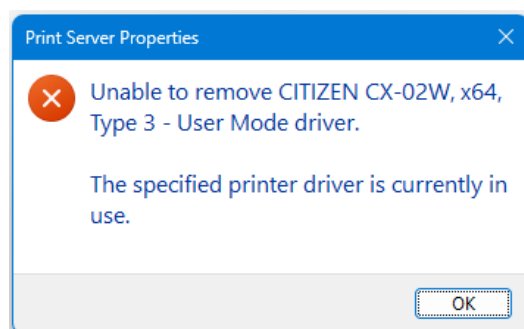


Figure 4.2.7.i Driver in use

- 8) In the Print Server Properties dialog box, confirm that "CITIZEN CX-02W" was deleted, and then click "Close".

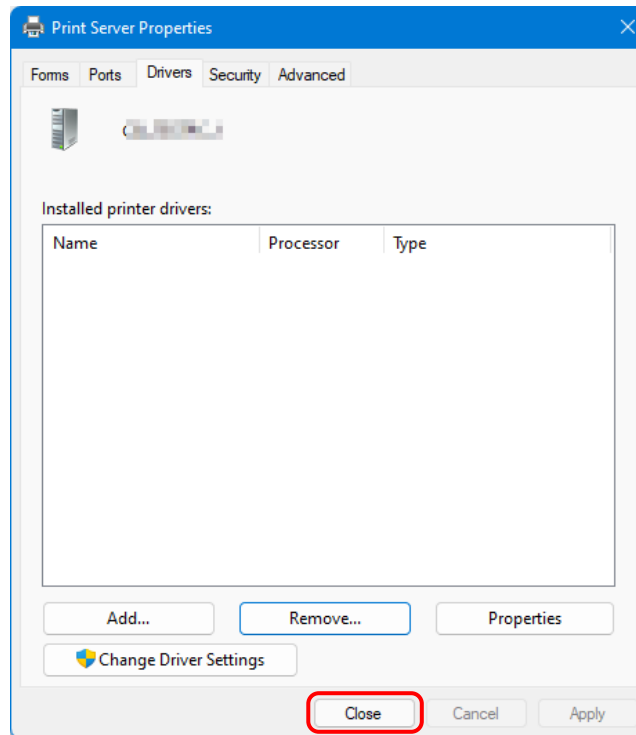


Figure 4.2.8 Print Server Properties

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