

## Windows Printer Driver Application Notes

**Do not connect the printer to your computer until after the driver package has been installed.**

There are three different driver types that can be used with your BOCA printer – Generic Text, FGL and PCL. While all three allow you to communicate through driver dependent applications (Word, Excel, IE) and/or access the printer over a network, these drivers have very different operating modes. Please note that the only printer status information readily available with these drivers is whether or not the printer is ready to receive data. These drivers will not return status on any interface. While we do not recommend installing the printer drivers if you intend to communicate bi-directionally, we have developed some ways of communicating bi-directionally while using drivers. (see Bi-Directional Communication with Printer Drivers section below)

### **FGL Drivers** (contained in printer\_drivers.exe)

This is the **preferred driver** for BOCA printers. This driver is only to be used with FGL mode printers.

*(NOTE: Old FGL printers may not support the use of FGL drivers. FGL driver support was first introduced in 2000 on FGL22/42 printers.)*

### **BOCA PCL Drivers** (contained in printer\_drivers.exe)

This is a **legacy driver** for BOCA printers. This driver is only to be used with PCL mode printers. With the exception of the limited resident font and bar code choices, these drivers install and operate similarly to the FGL drivers. (NOTE: Prior to the release of the BOCA PCL drivers, many customers used HP LaserJet IIP drivers. However, the HP drivers have slightly different margin definitions and lack many of the features supported in the BOCA drivers - vendor defined page sizes, customer defined page sizes, etc.)

### **Generic Text Driver**

This driver is typically used only in older printers that do not support either FGL or PCL drivers. This driver does not support WYSIWYG, true type fonts or graphics. Additionally, Microsoft support on this driver is increasingly difficult with each version of Windows. We suggest avoiding the use of this driver whenever possible. Please note that none of the remaining instructions apply to the Generic Text Driver.

### **Driver Download**

Please contact your software provider to confirm if the use of our driver is required for their ticketing software. We recommend that the print driver is installed by either your system administrator or IT support staff. Please follow the steps shown in the "**Windows Driver Installation guide**" to correctly install your driver.

Save and unzip the driver package on your desktop

- On 32-bit systems go to the directory where you saved the printer\_drivers.exe file and double left click on the file.
- On 64-bit systems you will need to right click on the file and then click on Run as administrator.

Make sure to completely install the package before connecting your printer.

### **Printer Installation**

Connect and power on the printer. An USB printer will automatically install the driver other interfaces need to be manually installed.

## Uninstall Drivers

In the event that you accidentally install the wrong driver, it may be necessary to completely remove all traces of the old driver files in order to successfully install a new driver. Please follow the instructions shown below to remove an old driver:

- If you see the printer name in the Printers folder, Right click to delete it.
- Go to next step either way.
- Right click on the Printer folder and select "Run as Administrator" and "Server Properties".
- Select the Driver tab and then if the printer name shows, click on the "Remove" button.
- Select "Remove driver and driver package" then OK, and then Yes to next dialog box.
- Then "Delete" and "OK" in the next dialog boxes.
- "Close" Server Properties window.
- This will remove any remnant files of previous install tries.
- Open the \Windows\inf folder and delete the file setupapi.dev.log.
- Install the driver again preferably with "Run as Administrator".

## General

A printer driver translates the graphical information displayed in your Windows application into a printer friendly format. In order to properly format the data, the user must correctly establish the page size and margins. Windows supports the following methods of defining page sizes:

- **Vendor (BOCA) Defined** - We have pre-defined some common page (ticket) sizes which can be used with any Windows application. Please use a BOCA defined page size if it meets your requirements.
- **User (Customer) Defined** - This method allows the customer to define any page size less than 16" long. This is the preferred method whenever a vendor defined size is not available. Adding a new page size ("create a new form") is described in detail below.
- **Windows Defined** - Windows has pre-defined a variety of common page sizes. The BOCA drivers allow you to access the "letter" and "11 x 17" page sizes. Please note that margins must be adjusted to avoid printing outside of the ticket boundaries.
- **Custom Size** - This option is only available in some versions of Word. We **do not** recommend the use of this method.

## Driver Use – All applications (PCL and FGL)

Before using your driver, you should select the appropriate ticket size (page size) in the Printer properties.

Some older driver versions allowed you to select the "letter" size and adjust the margins to define the ticket size. This feature is still available in the new drivers to support old installations.

When selecting a new font, Windows will default to the previous font size. This size will usually be incorrect. You must re-assign a valid font size to guarantee the proper font representation on your screen. "Tall" font in Word Pad does not display properly on the screen.

## Driver Use – Word Only (PCL and FGL)

Before using Word, you must select the "use printer metrics to layout document" box in tools/options/compatibility. All of the previous "driver use" guidelines apply to Word. Word also provides you with the unique ability to define a custom page size within the application itself. We strongly recommend **against** the use of this feature. However, the following description will explain the use and limitations of this feature.

While Word allows you to manipulate the page size in both portrait and landscape modes, the data sent to the printer only functions properly in portrait mode. You **cannot** print in landscape mode with a Word defined custom page size.

In portrait mode, you can manually set the height for any ticket length up to 11 inches. For ticket lengths greater than 11 inches, you will need to add your own page size as described above in the "all applications" section.

**Printer Models (adjustable vs. fixed and reverse adjustable)**

Due to a variety of legacy issues and driver limitations, an adjustable FGL printer operating in portrait mode requires an <rte> command in order to properly format the ticket. This command only needs to be sent once as it is permanently stored in the printer's memory. (You can send the printer and <rtd> command to reverse an erroneously sent <rte> command.) Please note the manner in which the printer formats the ticket in the various scenarios shown below.

(Portrait Mode) Fixed and reverse adjustable (FGL)	(Portrait Mode) Adjustable (FGL) All (PCL)	Landscape Mode All (FGL and PCL)
Line 1 Line 2 Line 3	Line 1 Line 2 Line 3	Line 1 Line 2 Line 3
 Direction of travel of travel through printer		