

# SAM4S Printer Series Windows Driver & Installer

User Guide

All specifications are subject to change without notice.



**SAM4S**

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# CHAPTER 1.

## Getting Started

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- 1.1. Overview
- 1.2. Operating Environment
- 1.3. Requirements
- 1.4. Preparations



## 1.1. Overview

This document contains how to install/uninstall an SAM4S printer with an interface and contains how to configure an SAM4S printer.

See below on installing SAM4S printer.

1. Verify interface of SAM4S printer (p.8).
2. Install proper SAM4S printer driver.
  - 1) In case of a serial printer (p.10).
  - 2) In case of a parallel printer (p.12).
  - 3) In case of an USB printer (p.14).
  - 4) In case of an USB to Serial printer (p.19).
  - 5) In case of an Ethernet printer (p.24).
3. Make sure installed printer is properly works (p.26).

To uninstall a printer, refer (p.29).

The SAM4S printer driver installer (V2.0.2 or above) supports following models:

1. ELLIX10 (32bit only)
2. ELLIX20 (32bit only)
3. ELLIX20II (32bit / 64bit)
4. ELLIX30/30III/40 (32bit / 64bit)
5. ELLIX35/35III/45 (32bit / 64bit)
6. ELLIX32/42/37 (32bit / 64bit)
7. ELLIX40BlackMark (32bit Only)
8. GIANT-100 (32bit / 64bit)
9. GIANT PRO (32bit / 64bit)

The SAM4S printer driver installer is supported English and Korean.

» Refer to 1.2. Operating Environment

## 1.2. Operating Environment

<b>x86 (32bit)</b>	WEPOS, POSReady2009, Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10
<b>x64 (64bit)</b>	Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10 (WEPOS, POSReady2009 doesn't provide the x64)

## 1.3. Requirements

**Warning :** This requirement should be satisfied for using an SAM4S printer.

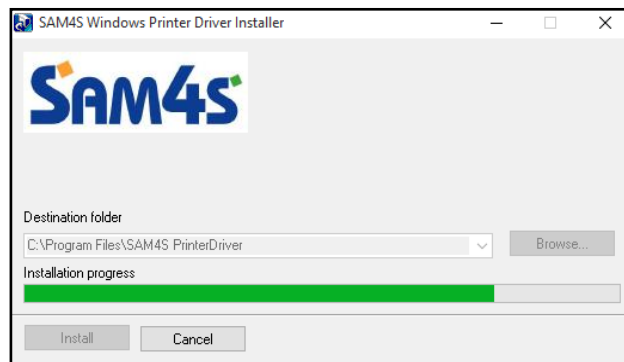
- To install/uninstall a printer, '.net Framework 3.0' or above should have installed.
- To install an SAM4S printer properly, please make sure any related hardware works fine and interface of printer is well connected.

## 1.4. Preparations

Preparations for using the SAM4S windows driver installer:

Double click the provided executable file. Files for the SAM4S windows driver installer is extracting to 'Program Files\SAM4S PrinterDriver' folder for a 32bit OS.

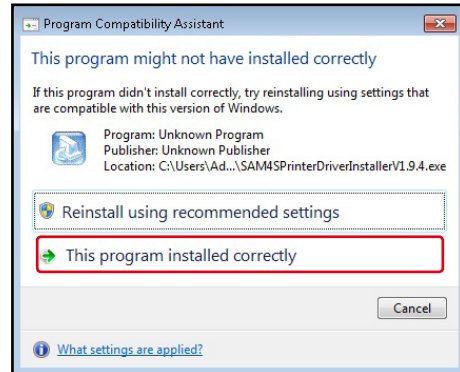
For a 64bit OS, the files are extracting to 'Program Files (x86)\SAM4S PrinterDriver' folder.



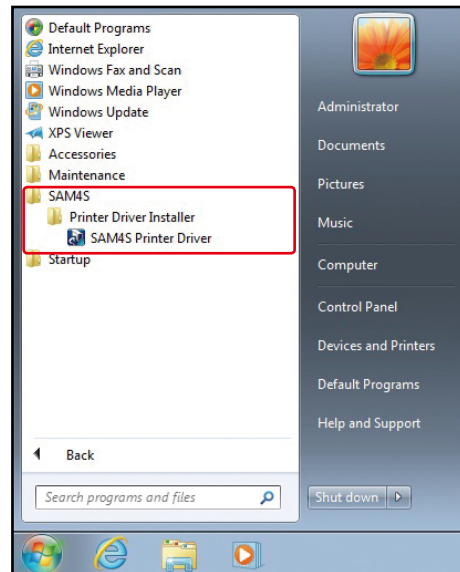
## 1.4. Preparations

2. This executable file is the 'WinRAR 32bit executable-extracting' file so compatibility message can be displayed on a 64bit OS.

If following message is shown, click 'This program installed correctly' to progress. This will not affect any program or system.



3. The SAM4S windows driver installer will be started automatically after extracting files.
4. You can execute the SAM4S printer driver installer through shortcut that is on the 'Program Menu'. Please refer below for detail.



## **CHAPTER 2.**

# **Installation of SAM4S printer**

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- 2.1. Verify interface type of SAM4S printer
- 2.2. Installing a Serial printer
- 2.3. Installing a Parallel printer
- 2.4. Installing an USB printer
- 2.5. Installing an USB to serial printer
- 2.6. Installing an Ethernet printer
- 2.7. Checking installed printer

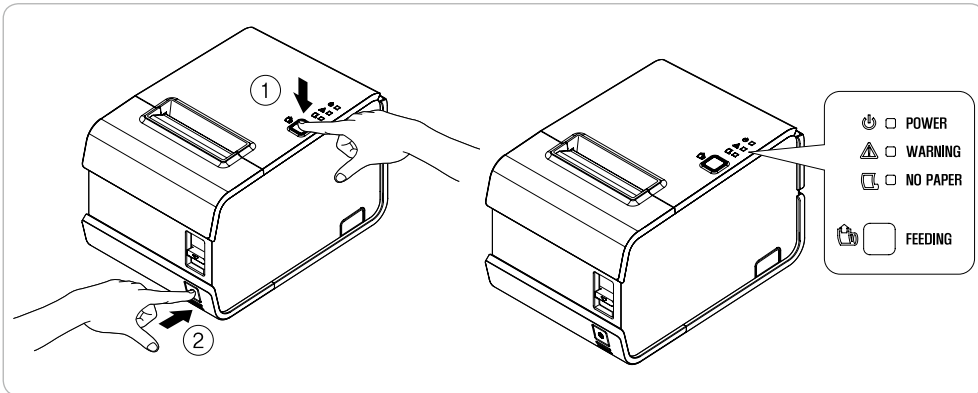


# Installation of SAM4S printer

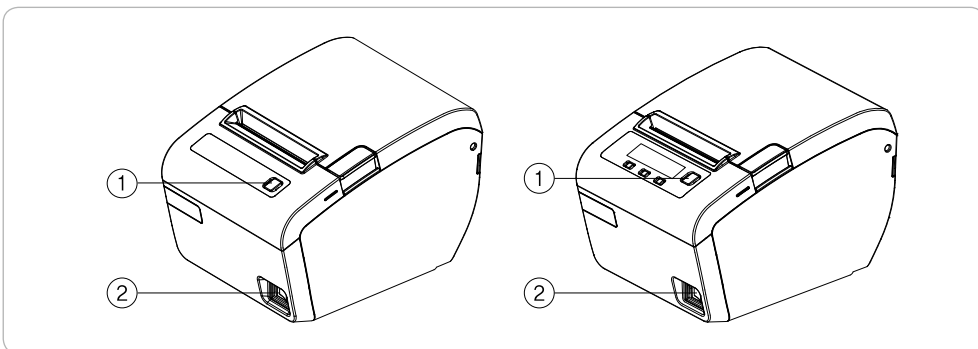
## 2.1. Verify interface type of SAM4S printer

Check the interface of printer from the 'Self-Test'. The self-test checks the following:

1. Make sure paper roll has been installed properly.
2. ② Turn on the power while ① holding down the FEED button. The self-test begins.



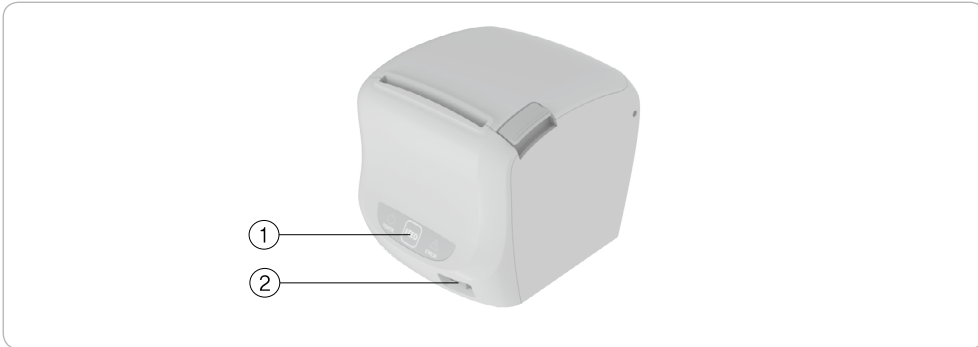
pic1) ELLIX20 / ELLIX20II



pic2) ELLIX30 / ELLIX40 / ELLIX35 / ELLIX45



## 2.1. Verify interface type of SAM4S printer



pic3) GIANT-100 / GIANT PRO

3. The self-test prints the current printer status, which provides the control firmware version and the printer setting.
4. The printer will be pause temporarily after printing the current printer status. (The 'No Paper' LED or the LCD light blinks)The GIANT Series printer will automatically execute 'Step 5' after 2 seconds.
5. Press the FEED button to continue printing.The printer prints a pattern using the built-in character set.
6. The self-test automatically ends and cuts the paper after printing the following.

**\*\* Completed \*\***

7. The printer is ready to receive data as soon as it completes the self-test.
8. You can find interface type of SAM4S printer from the self-test as following.

### Interface list

- USB-I INTERFACE for 'SERIAL /V-COM CONNECTION'
- USB-II INTERFACE for 'USB CONNECTION'
- PARALLEL INTERFACE for 'PARALLEL CONNECTION'
- Ethernet-II INTERFACE for 'ETHERNET CONNECTION'
- WIRELESS LAN (WLAN) INTERFACE for 'ETHERNET CONNECTION'
- SERIAL (RS-232C) INTERFACE - 25 pin for 'SERIAL /VCOM CONNECTION'
- SERIAL/WIRELESS INTERFACE - 9 pin for 'SERIAL /VCOM CONNECTION'

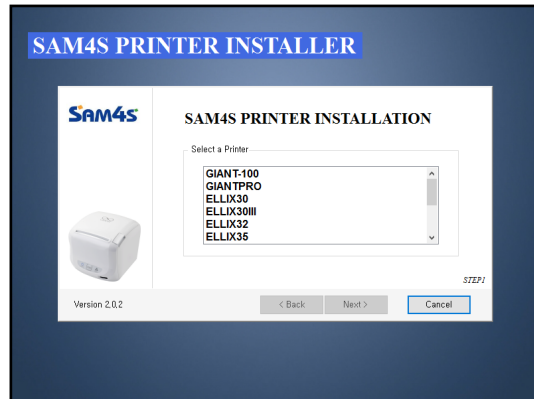
```

SAM4S ELLIX30III
                                VERSION STD 3.00
                                PGM CHECKSUM : 6D92
                                BOOT CHECKSUM : 8325
                                DOWN CHECKSUM : 434E

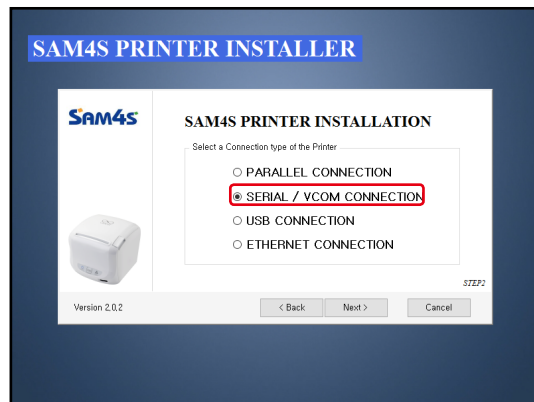
CURRENT SETTING : PAPER WIDTH 80mm/MONO
PRINTING SPEED  : 230mm/sec
SERIAL(RS-232C) INTERFACE
BAUD RATE       : 14400 BPS
PARITY          : NONE
DATA BITS       : 8 BITS
STOP BIT        : 1 BIT
HANDSHAKING     : DTR/DSR
NFC MODULE      : INSTALLED
RECEIVE BUF SIZE : 4 Kbytes
EMULATION       : EPSON
USE KP BELL     : NO
AUTO-CUTTER     : Enable
CODE PAGE       : PC 437
UPSIDE-DOWN     : Disable
PAPER SAVE MODE : OFF
  
```

## 2.2. Installing a Serial printer

1. Selecting a printer that will be installed.

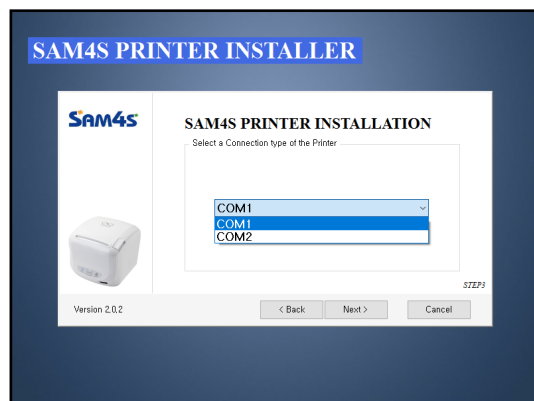


2. Selecting the 'SERIAL / VCOM CONNECTION'.



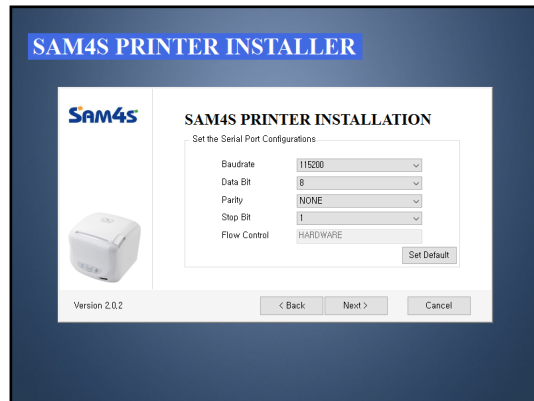
3. Selecting a port.

- If you don't have a serial port on your system, you can't progress further. For solution of this issue, please refer p.42.

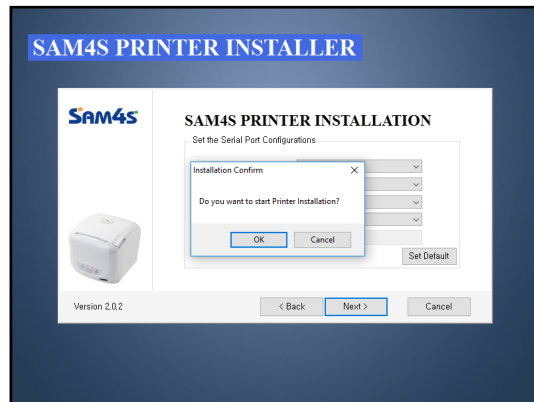


## 2.2. Installing a Serial printer

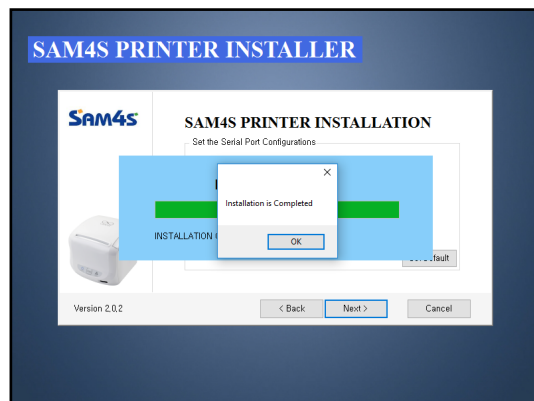
4. Configuring the selected port.



5. Confirming installation.

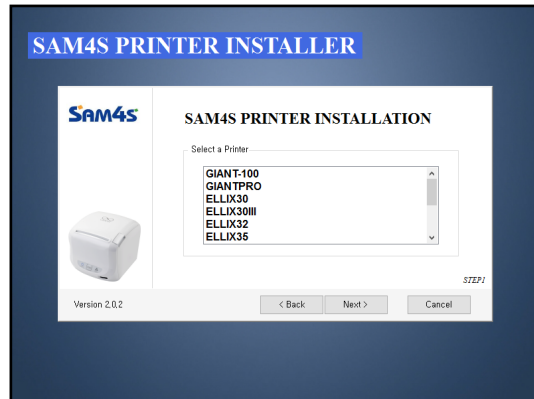


6. Installation completed.

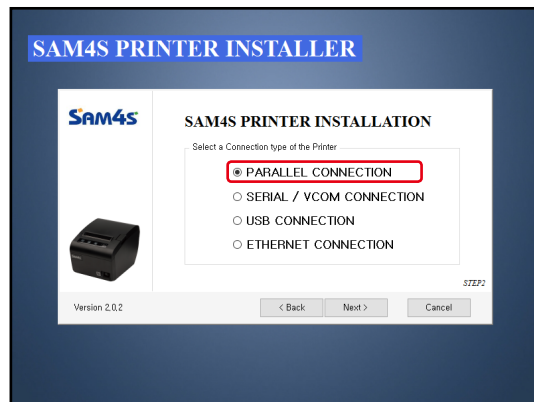


## 2.3. Installing a Parallel printer

1. Selecting a printer that will be installed.

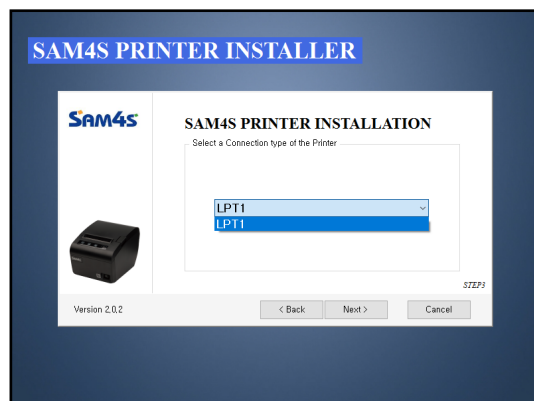


2. Selecting the 'PARALLEL CONNECTION'.



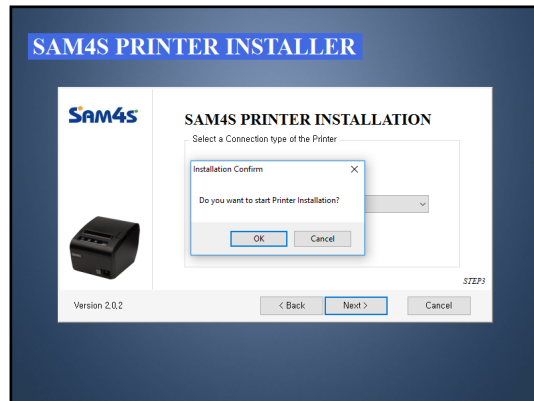
3. Selecting a port.

- If you don't have a parallel port on your system, you can't progress further. For solution of this issue, please refer p.44.

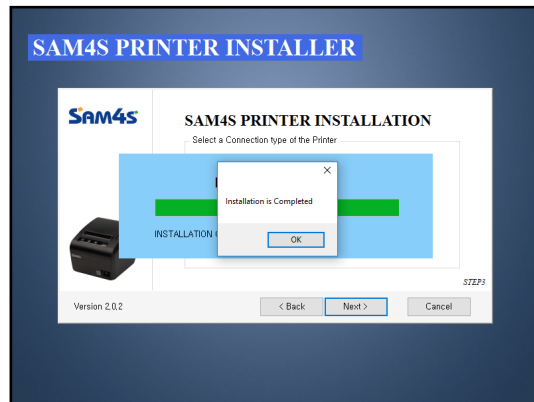


## 2.3. Installing a Parallel printer


4. Confirming installation.



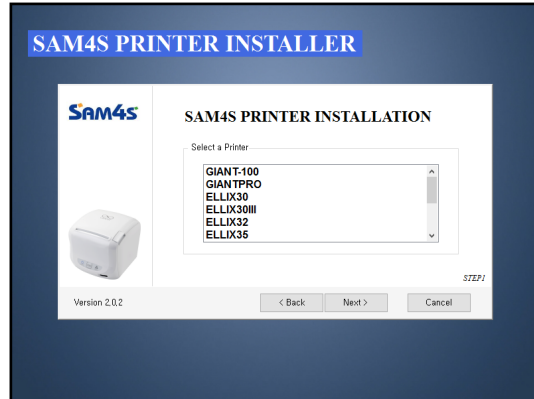
5. Installation completed.



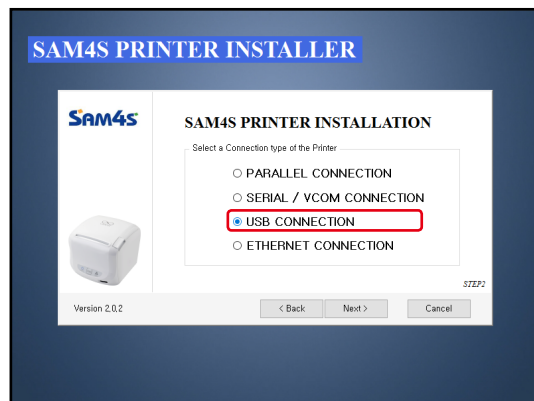
## 2.4. Installing an USB printer

 **Warning:** Before finishing installation of USB printer, printer should not be connected with PC

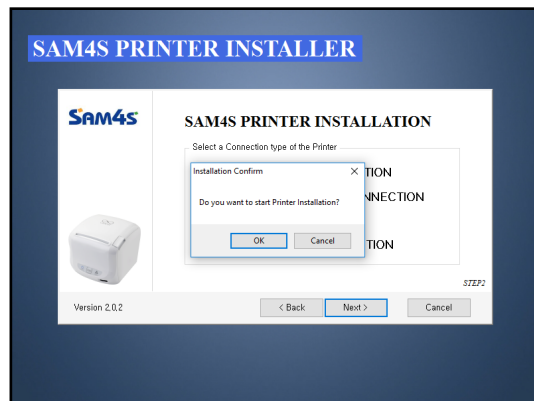
1. Selecting the printer for install.



2. Selecting the 'USB CONNECTION'.



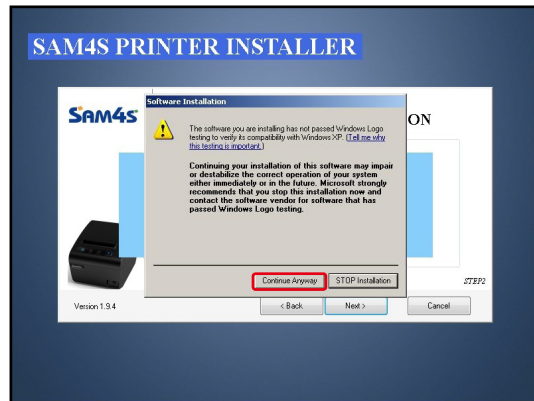
3. Confirming installation.



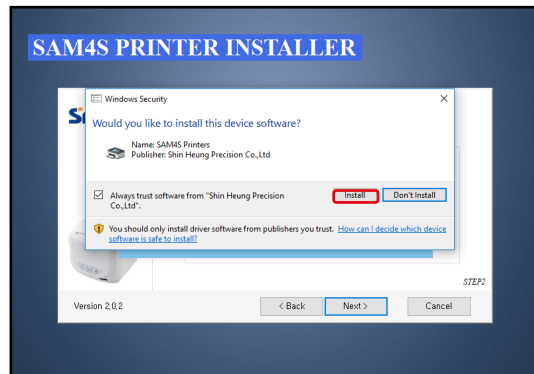
## 2.4. Installing an USB printer

### 4. Confirming security check.

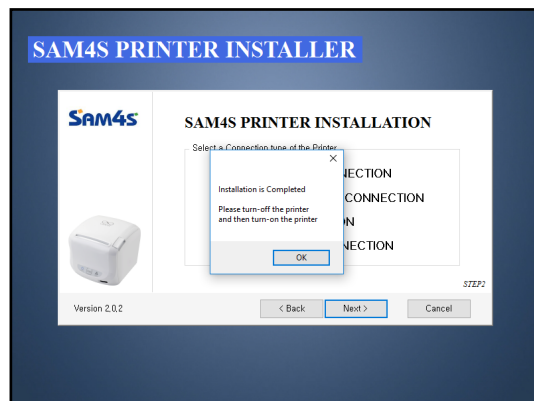
- In case of windows XP



- In case of Windows Vista / 7 / 8 / 10
  - » Once you check the 'Always trust software ...' and click the install, the Windows Security message will not display any more.



### 5. Installation completed.



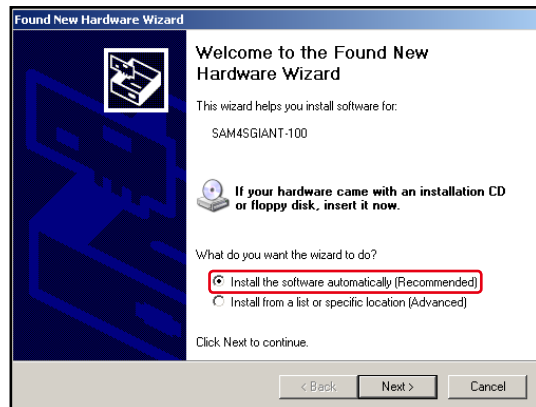
## 2.4. Installing an USB printer

### 6. Connecting printer so that the printer is installing.

- In case of windows XP
  - » Notification of connection.

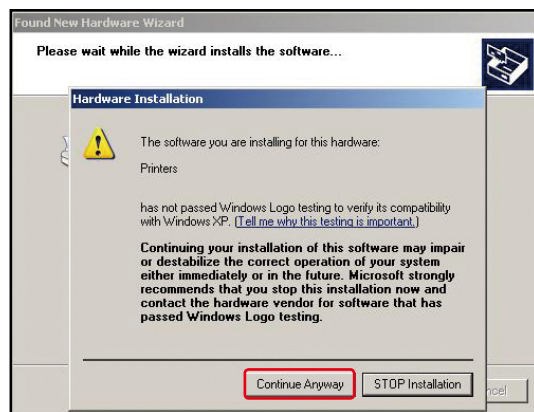
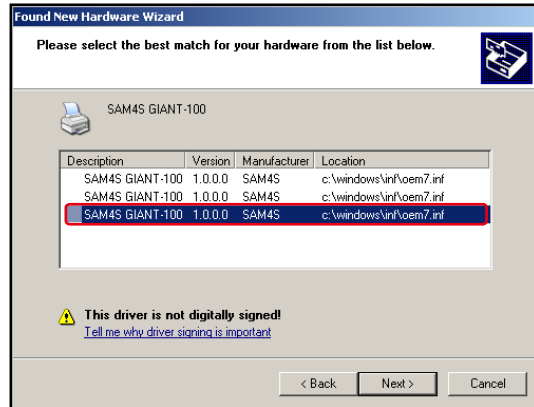


- » Hardware Wizard for the USB.

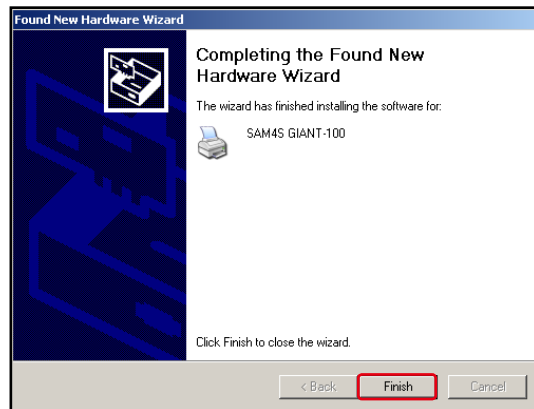




## 2.4. Installing an USB printer

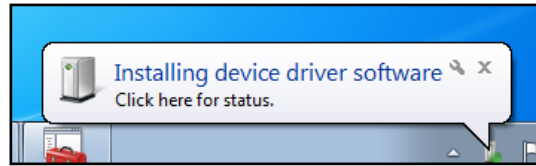


» Installation completed.

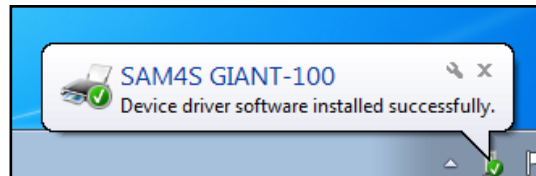


## 2.4. Installing an USB printer

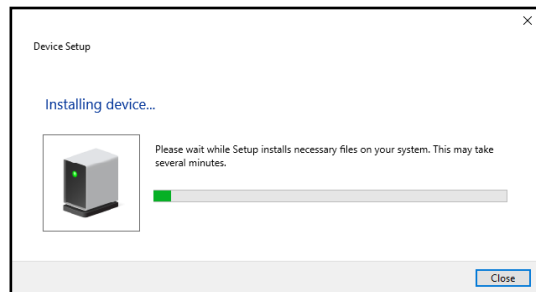
- In case of Windows Vista / 7
  - » Notification of connection. OS will setup the printer automatically.



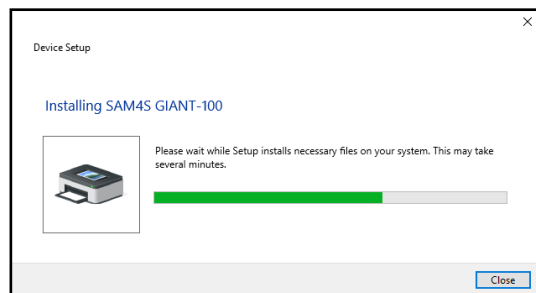
- » Installation completed.



- In case of Windows 8 / 10
  - » Notification of connection. OS will setup the printer automatically.



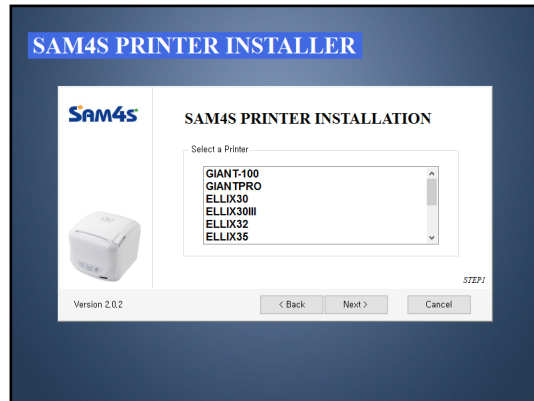
- » Automatically detect the printer, installation is complete in a few moments.



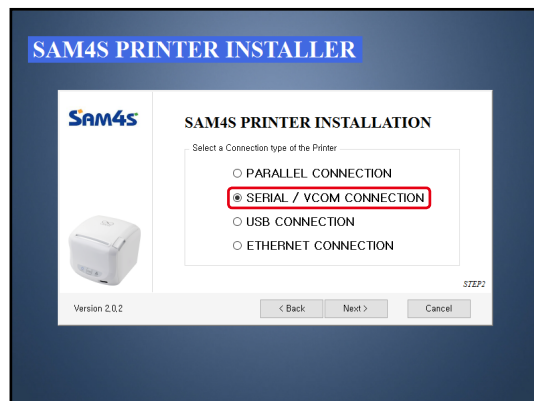
## 2.5. Installing an USB to Serial printer

**Warning:** Before finishing installation of printer, printer should not be connected with PC

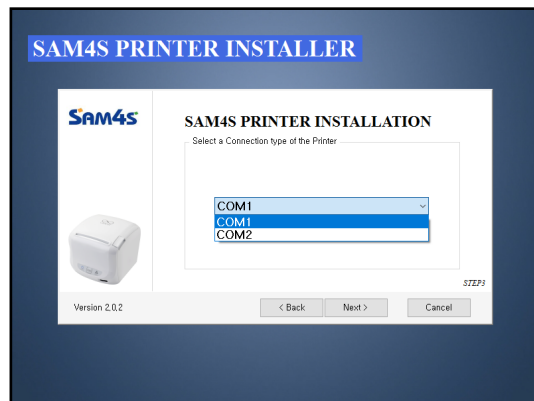
1. Selecting a printer that will be installed.



2. Selecting the 'SERIAL / VCOM CONNECTION'.

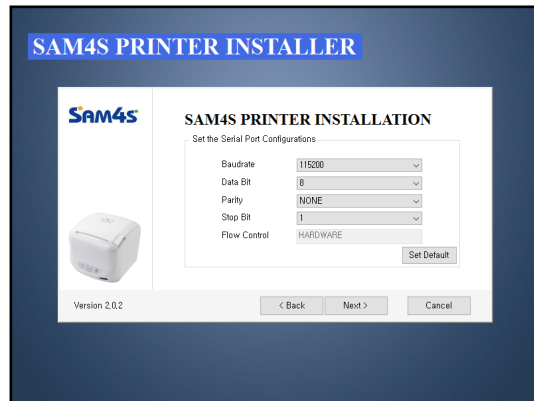


3. Selecting a port.
  - If you already installed "USB to Serial" driver, you can select the installed port for printer driver.

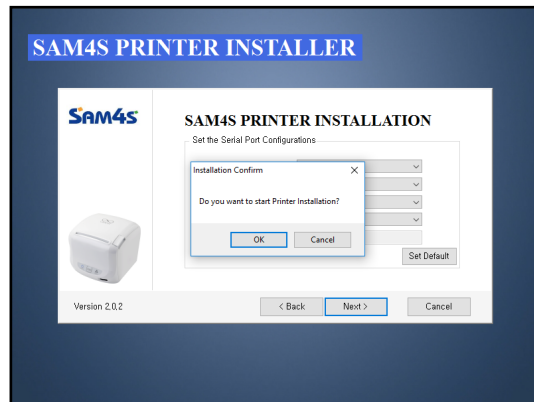


## 2.5. Installing an USB to Serial printer

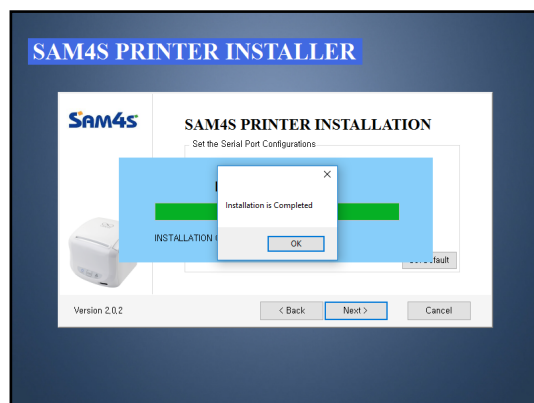
4. Configurations of selected port.



5. Confirming installation.



6. Installation completed.



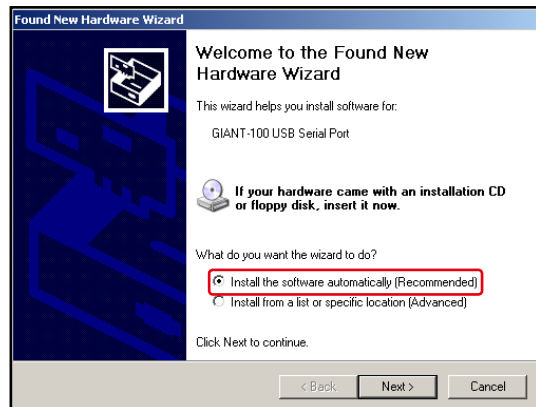
## 2.5. Installing an USB to Serial printer

### 7. Connecting printer so that 'USB to Serial' interface is installing.

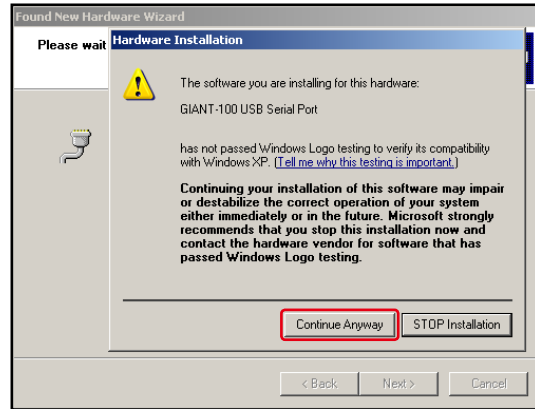
- In case of windows XP
  - » Notification of connection.



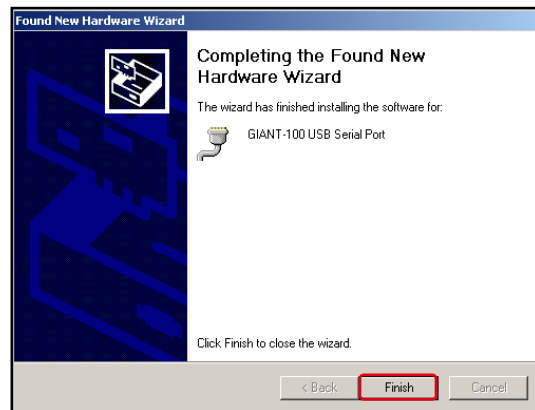
- » Hardware Wizard for the VCOM.



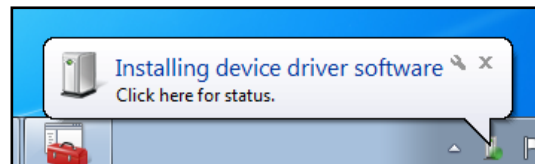
## 2.5. Installing an USB to Serial printer



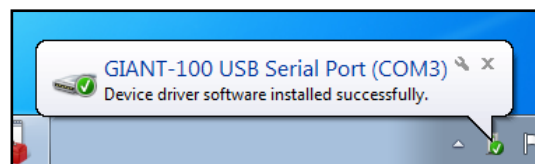
- » Installation for 'USB to Serial' is completed.



- In case of windows Vista or above
  - » Notification of connection.



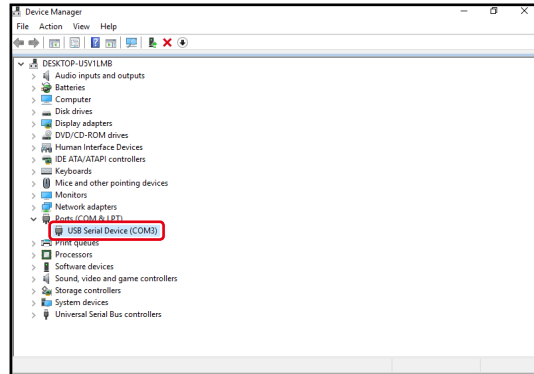
- » OS will setup the 'USB to Serial' interface automatically.



## 2.5. Installing an USB to Serial printer

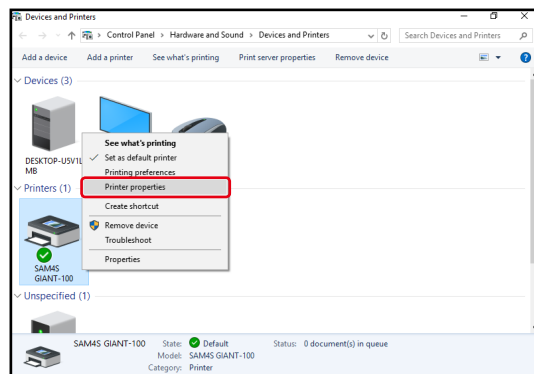
8. Checking the installed port of 'USB to Serial' from Device Control.

- In case of windows Vista / 7  
Commuation Port(COMx) or  
Printer Name+ USB Serial Port(COMx)
- In case of windows 8 / 10  
USB Serial Device(COMx)

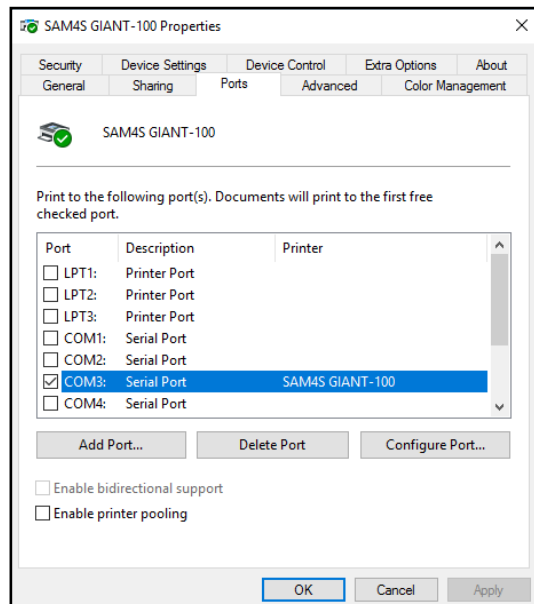


9. Restart system to complete installation of 'USB to Serial' port.

10. Open properties of installed printer.



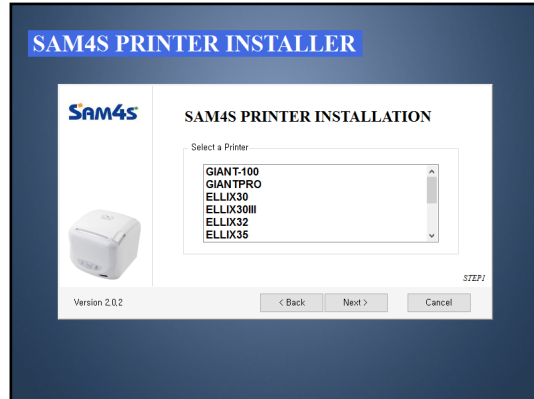
11. Changing port that is checked from step 8 by clicking name of port.



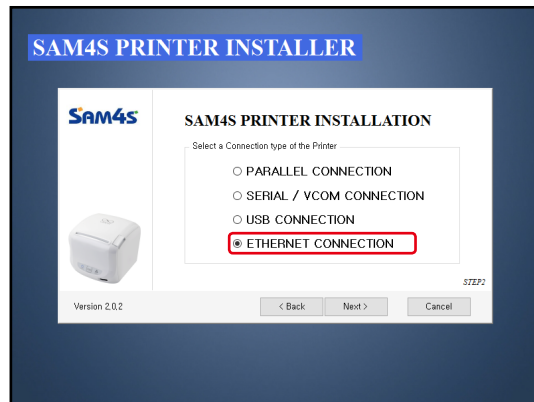
12. Installation Completed.

## 2.6. Installing an Ethernet printer

1. Selecting a printer that will be installed.

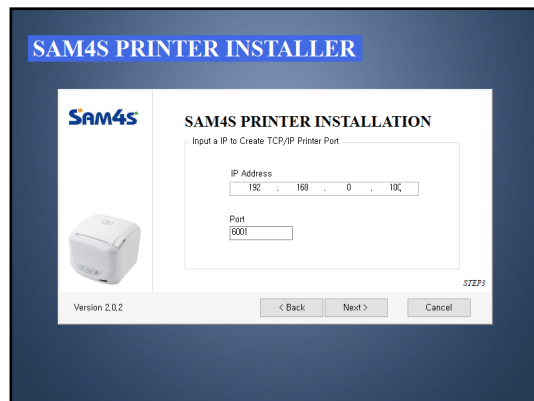


2. Selecting the 'ETHERNET CONNECTION'.



3. Configuration for TCP/IP.

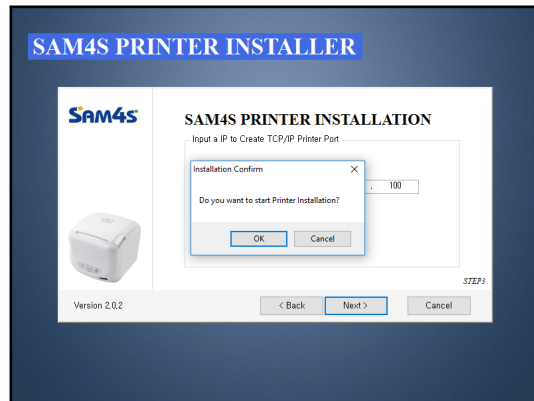
- Enter the IP Address and Port.
- Default Port of SAM4S printer: 6001



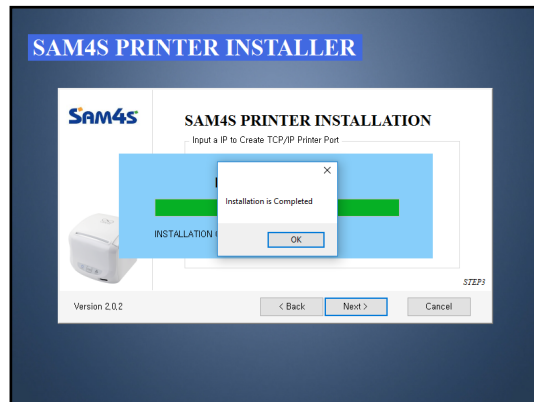


## 2.6. Installing an Ethernet printer

4. Confirming installation.



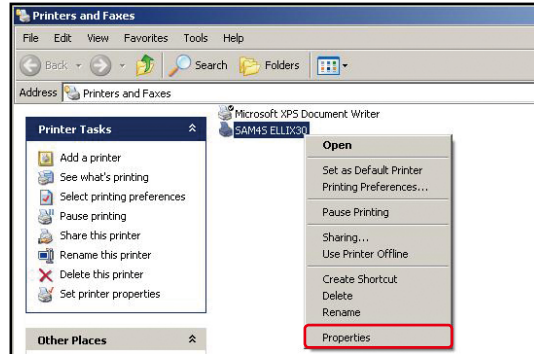
5. Installation completed.



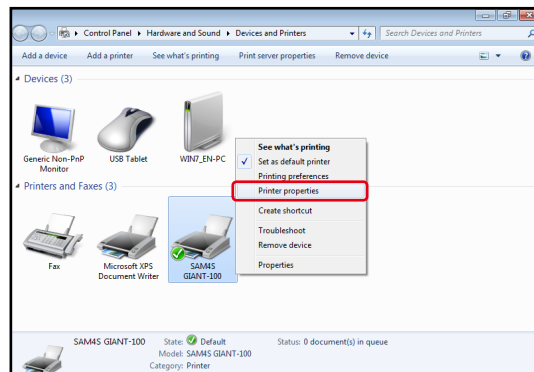
## 2.7. Checking installed printer

### 1. Checking installed printer.

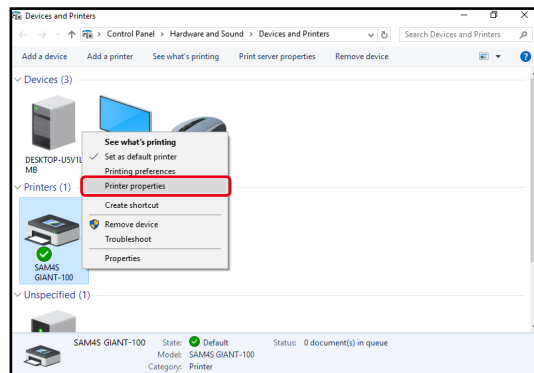
- In case of Windows XP.



- In case of Windows Vista / 7.

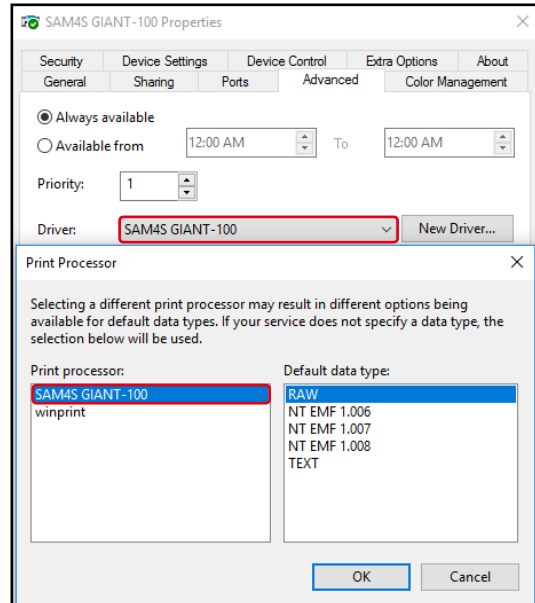


- In case of Windows 8 / 10.

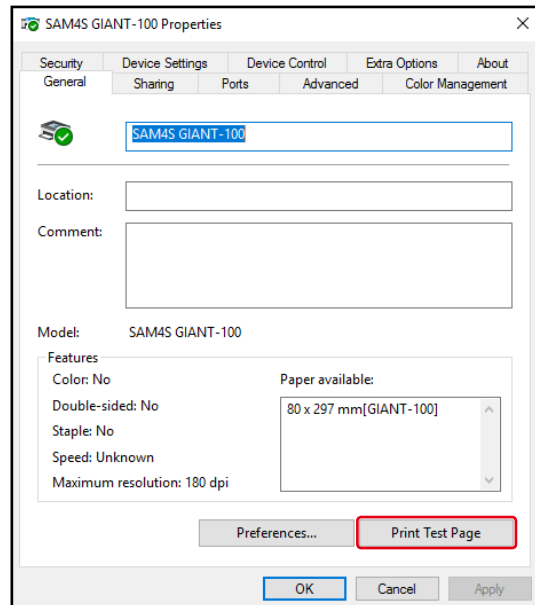


## 2.7. Checking installed printer

2. Verifying properties that are 'Driver' and 'Print Processor' of installed printer from the Advance tap.



3. Printing test page from the General tap and checking the printed paper.



# **CHAPTER 3.**

## **Uninstallation of SAM4S printer**

---

3.1. Uninstalling printer(s)

3.2. Remain information



# Uninstallation of SAM4S printer

## 3.1. Uninstalling printer(s)

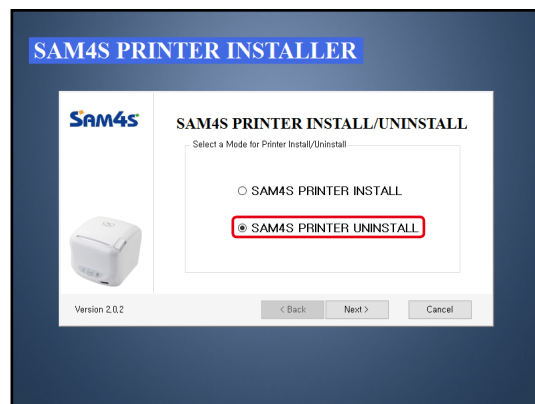
1. There are two ways to start uninstallation.
  - 1) Starting from 'Add or Remove Program'.
  - 2) Starting from 'Program Menu'.

2. Selecting the 'SAM4S Printer Uninstall'.

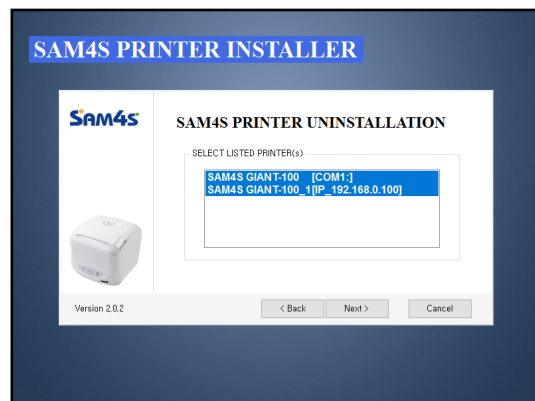
If printer were installed, you can see Installation / Uninstallation options.

'SAM4S Printer Uninstall' is selected as the default setting if you have an installed SAM4S printer.

If the SAM4S printer installer doesn't show the dialog despite you have an installed printer, please refer p.47.

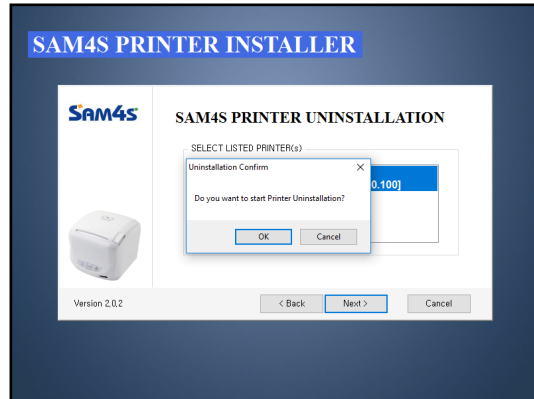


3. Selecting one or more printer that will be uninstalled.

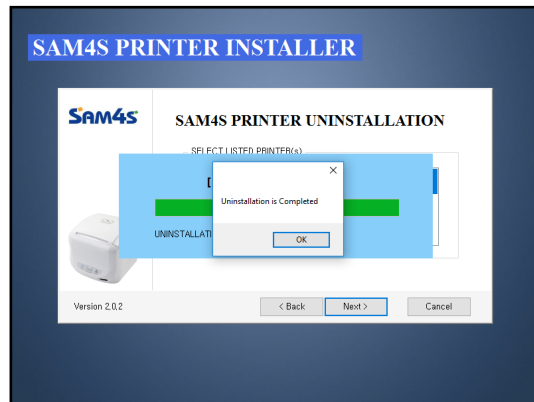


## 3.1. Uninstalling printer(s)

4. Confirming uninstallation.



5. Uninstallation completed.



# 3.2. Remain information

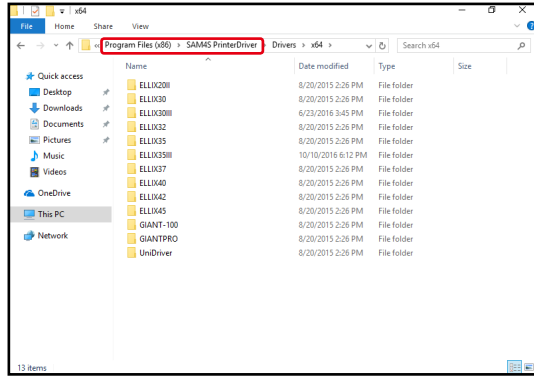
Even though every installed printer is uninstalled, files and registry key are remained on your system as below:

## 1. Remained files.

- 1) SAM4S printer driver installer files.

32bit : SAM4S PrinterDriver of Program Files folder

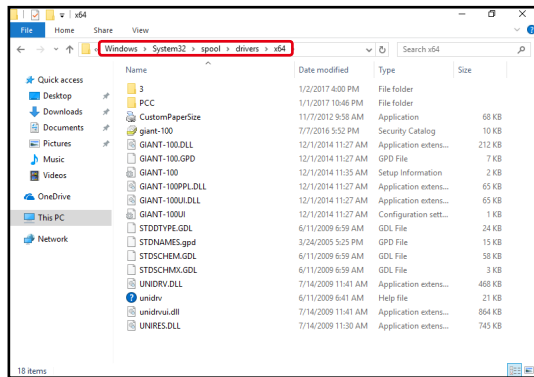
64bit : SAM4S PrinterDriver of Program Files (x86) folder



## 2) Driver files

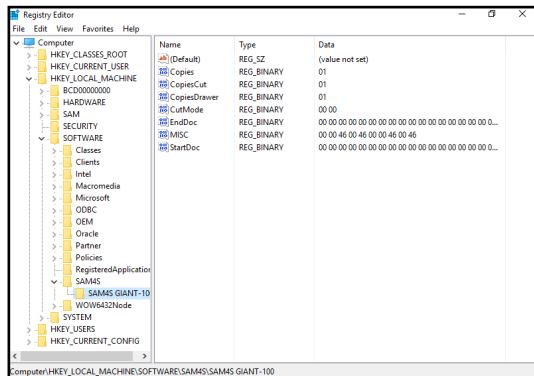
32bit : w32x86 of drivers folder

64bit : x64 of drivers folder



## 2. Remained registry keys

- 1) Copies Setting
- 2) Copies Cut & Drawer
- 3) Cut mode
- 4) Start Doc & End Doc
- 5) MISC



# **CHAPTER 4.**

## **Specifications of SAM4S printer**

---

4.1. Printer fonts

4.2. Printer resolutions & Paper sizes





## 4.1. Printer fonts

These drivers support pre-installed fonts as well as Windows fonts. Use the pre-installed fonts allow you faster printing. Available printer fonts are listed below.

“Built-in fonts of a printer” can be specified with the application programs. The “built-in fonts” are as follows.

- Printer Font (type A, Large)
- Printer Font (type B, Small)

The font that user can choose in to the application are as follows. 2 types of character-height can be chosen in each font. They are two kinds of the FontAXxX (Ext.) font and the FontAXxX. The character code of 128 bytes of 80H - FFH varies in the difference in these printer fonts.

A FontAXxX font supports ANSI character code (Code Page 2: 850). And, a FontAXxX (Ext.) font supports IBM expansion character code (Code Page 0: 437). A FontAXxX (255) font supports space page. (Code Page: 255).

Printer Fonts			Character size(dot)	Sizes (point)
FontA 1x1	FontA 1x1 (Ext.)	FontA 1x1 (255)	FontA1x1 (12x24)	9.5
FontA 1x2	FontA 1x2 (Ext.)	FontA 1x2 (255)	FontA1x2 (12x48)	19
FontA 2x1	FontA 2x1 (Ext.)	FontA 2x1 (255)	FontA2x1 (24x24)	9.5
FontA 2x2	FontA 2x2 (Ext.)	FontA 2x2 (255)	FontA2x2 (24x48)	19
FontA 2x4	FontA 2x4 (Ext.)	FontA 2x4 (255)	FontA2x4 (24x96)	38.5
FontA 4x2	FontA 4x2 (Ext.)	FontA 4x2 (255)	FontA4x2 (48x48)	19
FontA 4x4	FontA 4x4 (Ext.)	FontA 4x4 (255)	FontA4x4 (48x96)	38.5
FontA 4x8	FontA 4x8 (Ext.)	FontA 4x8 (255)	FontA4x8 (48x192)	77
FontA 8x4	FontA 8x4 (Ext.)	FontA 8x4 (255)	FontA8x4 (96x96)	38.5
FontA 8x8	FontA 8x8 (Ext.)	FontA 8x8 (255)	FontA8x8 (96x192)	77

## 4.1. Printer fonts

FontB 1x1	FontB 1x1 (Ext.)	FontB 1x1 (255)	FontB1x1 (9x17)	7
FontB 1x2	FontB 1x2 (Ext.)	FontB 1x2 (255)	FontB1x2 (9x34)	13.5
FontB 2x1	FontB 2x1 (Ext.)	FontB 2x1 (255)	FontB2x1 (18x17)	7
FontB 2x2	FontB 2x2 (Ext.)	FontB 2x2 (255)	FontB2x2 (18x34)	13.5
FontB 2x4	FontB 2x4 (Ext.)	FontB 2x4 (255)	FontB2x4 (18x68)	27
FontB 4x2	FontB 4x2 (Ext.)	FontB 4x2 (255)	FontB4x2 (36x34)	13.5
FontB 4x4	FontB 4x4 (Ext.)	FontB 4x4 (255)	FontB4x4 (36x68)	27
FontB 4x8	FontB 4x8 (Ext.)	FontB 4x8 (255)	FontB4x8 (36x136)	54.5
FontB 8x4	FontB 8x4 (Ext.)	FontB 8x4 (255)	FontB8x4 (72x68)	27
FontB 8x8	FontB 8x8 (Ext.)	FontB 8x8 (255)	FontB8x8 (72x136)	54.5

Korean 1x1	Korean Version OS ONLY	--	9.5
Korean 1x2	Korean Version OS ONLY	--	19
Korean 2x1	Korean Version OS ONLY	--	9.5
Korean 2x2	Korean Version OS ONLY	--	19
Korean 2x4	Korean Version OS ONLY	--	38.5
Korean 4x2	Korean Version OS ONLY	--	19
Korean 4x4	Korean Version OS ONLY	--	38.5
Korean 4x8	Korean Version OS ONLY	--	77
Korean 8x4	Korean Version OS ONLY	--	38.5
Korean 8x8	Korean Version OS ONLY	--	77

Printer font for special function	Function	Size (font / dot)
FontControl	Open Drawer 1/2	(10 / 12 x 24 )
	Cut receipt	
	Cut receipt(without paper feeding)	
	Justification(Left/Center/Right)	
	Output HT, Output LF, Output CR	
	Barcode printing	
	Print NV bit image	

## 4.1. Printer fonts

SAM4S Printer can be used to execute a variety of special non-printing functions, as indicated in the table below. You can execute these functions by selecting the printer's special "FontControl" font and then sending the appropriate character code to the driver.

(Note that you cannot use the "FontControl" font to print normal characters)

Character	Special Function
5	HT is output
6	LF is output
7	CR is output
a	Open Drawer 2 (50ms drive pulse width)
b	Open Drawer 2 (100ms drive pulse width)
c	Open Drawer 2 (150ms driver pulse width)
d	Open Drawer 2 (200ms drive pulse width)
e	Open Drawer 2 (250ms drive pulse width)
g	Cut Receipt (partial cut) without paper feeding
p	HRI characters are not added to the bar code
q	HRI character are added at the top of the bar code using Font A
r	HRI characters are added at the bottom of the bar code using Font A
s	HRI characters are added at the top of the bar code using Font B
t	HRI characters are added at the bottom of the bar code using Font B
w	Text is aligned left
x	Text is centered
y	Text is aligned right
A	Open Drawer 1 (50ms drive pulse width)
B	Open Drawer 1 (100ms drive pulse width)
C	Open Drawer 1 (150ms driver pulse width)
D	Open Drawer 1 (200ms drive pulse width)
E	Open Drawer 1 (250ms drive pulse width)
G	NV bit image No 1 is printed in the Normal mode
H	NV bit image No 2 is printed in the Normal mode
I	NV bit image No 3 is printed in the Normal mode
J	NV bit image No 4 is printed in the Normal mode
K	NV bit image No 5 is printed in the Normal mode
P	Cut Receipt (partial cut)
[	NV bit image No 1 is printed in the Double Height Double Width mode
]	NV bit image No 2 is printed in the Double Height Double Width mode
^	NV bit image No 3 is printed in the Double Height Double Width mode
_	NV bit image No 4 is printed in the Double Height Double Width mode
`	NV bit image No 5 is printed in the Double Height Double Width mode

## 4.2. Printer resolutions & Paper sizes

- Resolutions

The resolution setting supported by the SAM4S printer are as follows. Please refer to the specifications of the printer for the correct resolution.

- 180 x 180 DPI
- 203 x 203 DPI

- Paper sizes

The paper sizes supported by SAM4S printer are as follow.

- 80 x 3276 mm
- 80 x 297 mm
- 80 x 200 mm
- 80 x 160 mm
- 80 x 120 mm
- 80 x 80 mm
- 80 x 40 mm
- 58 x 3276 mm
- 58 x 297 mm

The following table shows the recommended margins for SAM4S printer. Refer to this table when setting margins from your printing applications.

Printer	Margins				Printer Area
	Left[mm]	Right[mm]	Top[mm]	Bottom[mm]	Width[mm]
SAM4S	0	0	0	0	80

# **CHAPTER 5.**

## **Properties of SAM4S Printer**

---

5.1. Printer Device Control

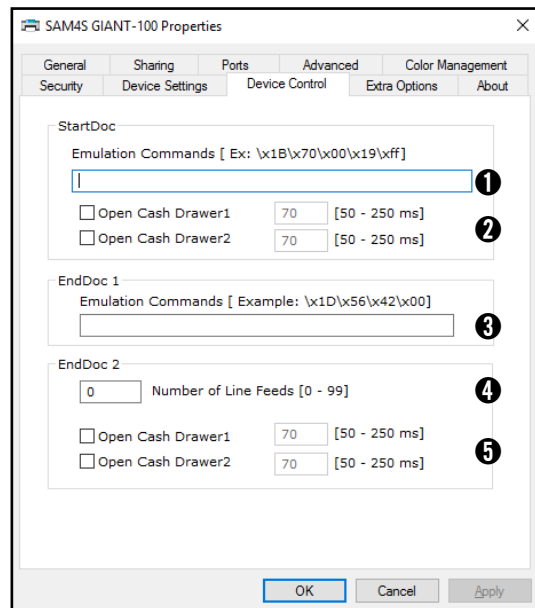
5.2. Additional configurations



# Properties of SAM4S Printer

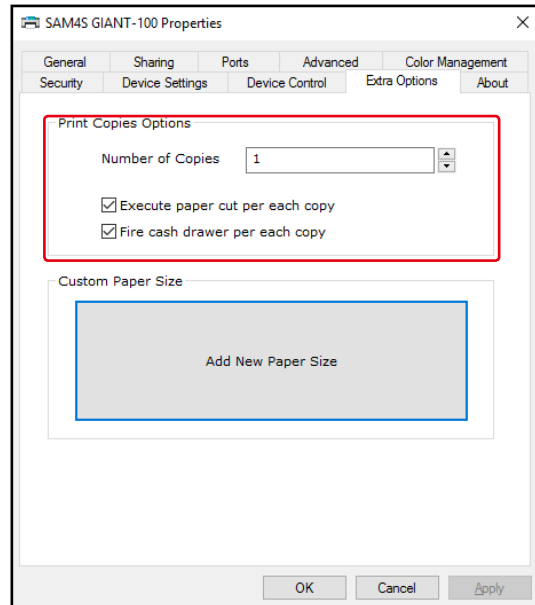
## 5.1. Printer Device Control

1. You can be entered a command you wanted to at the point of starting document.  
Ex) `\x1B\x70\x00\x19\xff` = Open Drawer 1 (50ms drive pulse width)
2. You can fire cash drawer 1 or 2.
3. You can be entered a command you wanted to at the point of ending page.  
Ex) `\x1D\x56\x42` = Cut Receipt, Type the command to cut.
4. This is where you enter the number of line feeds that will be done after a document is printed.
5. You can fire cash drawer 1 or 2.



## 5.2. Additional configurations

### 1. Configuration for printer copies



SAM4S printers (ELLIX20II or above) provide three options for printer copies.

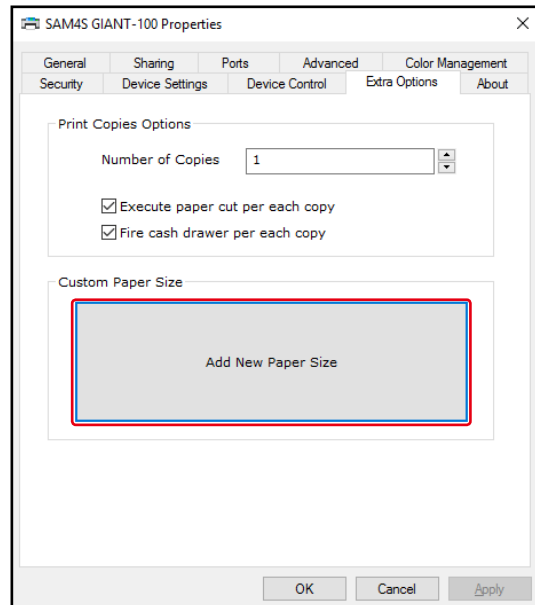
- 1) Number of print copies.
- 2) Paper cut option.
  - Checking this option will execute paper cut per each copies.
- 3) Cash drawer fire option.
  - Checking this option will fire cash drawer per each copies.

## 5.2. Additional configurations

### 2. Configurations for printer papers.

SAM4S printers (ELLIX20II or above) provide the 'Add New paper Size' button for creating a custom paper size and modifying a paper size.

Clicking the button will open the 'Custom Paper Size' dialog.



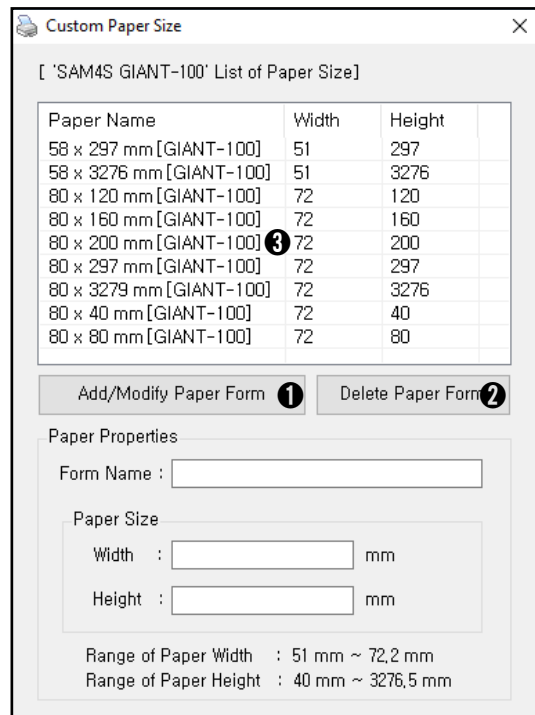
#### 1) You can add or modify a paper form. The paper properties must be filled.

If you want to make a new paper size, file the 'Form Name' that is not on the list and fill the paper size properties.

#### 2) You can delete a selected paper form.

#### 3) If you select an item from the list, paper properties of selected item that is a paper form will be filled automatically.

You can modify or delete the selected item.



\* NOTES : Depending on the printer, may differ a support of the feature.



# **CHAPTER 6.**

## **Troubleshooting**

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6.1. Installation troubleshooting

6.2. Uninstallation troubleshooting

6.3. Printing troubleshooting



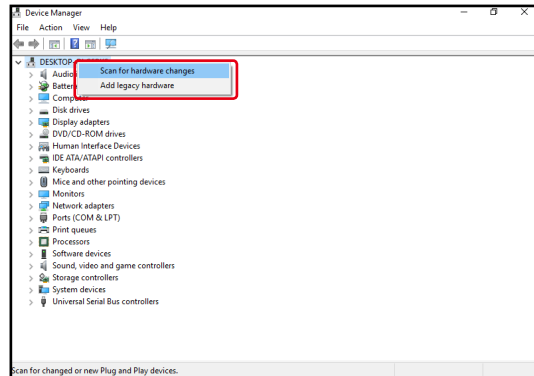
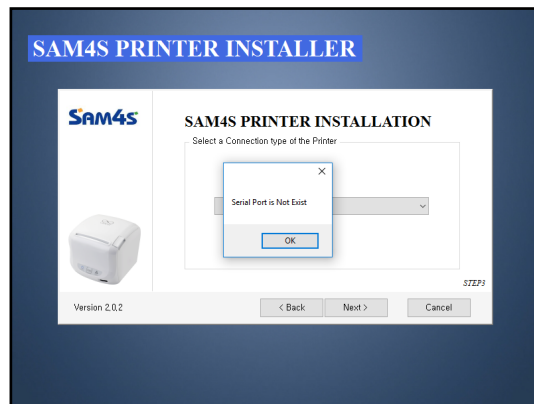
## 6.1. Installation troubleshooting

### 1. Not found a serial port.

If you don't have a serial port on your system, Installation for serial port is not possible.

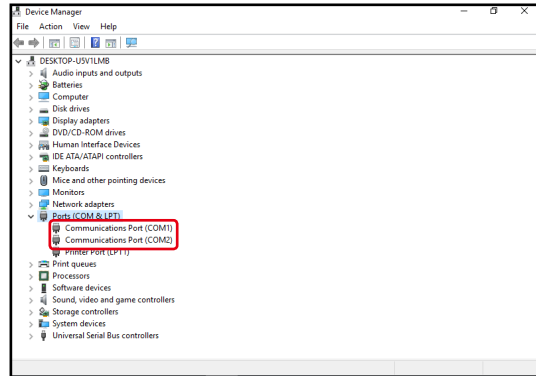
What you need to do is make sure whether system has a serial port or not from the 'Device Manager'

### 1) Scanning hardware to make sure all of hardware is installed.



# 6.1. Installation troubleshooting

2) Checking 'COM (Communications) Port' on the list.

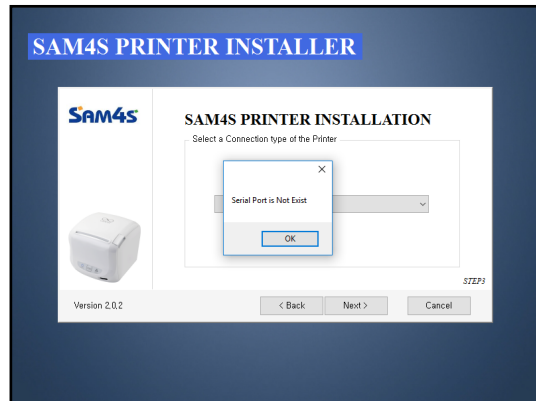


3) If you don't have any 'COM Port' on the list, please ask assistance to hardware engineer of your system.

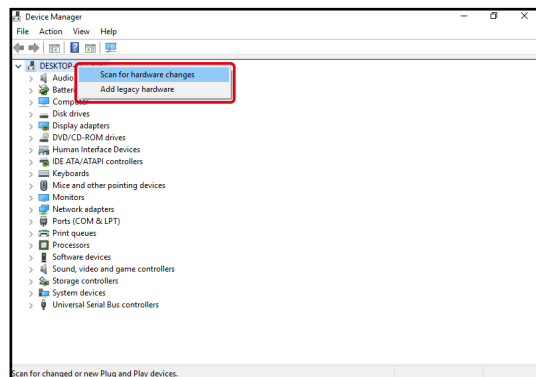
2. Not found a USB to Serial port.

If you don't have a serial port including USB to serial port on your system, Installation for serial port is not possible.

What you need to do is make sure whether system has a USB to serial port or not from the 'Device Manager'



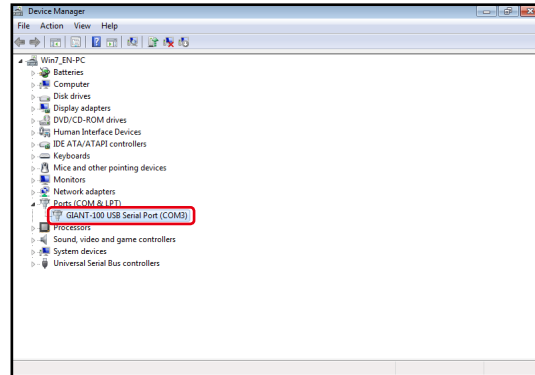
1) Scanning for hardware to make sure all of hardware is installed.



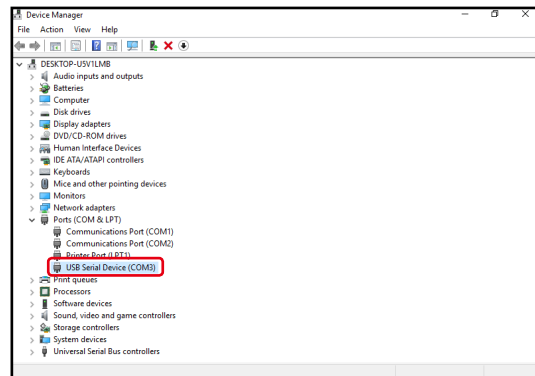
## 6.1. Installation troubleshooting

### 2) Checking 'COM (communications) Port' on the list.

- In case of Windows Vista / 7



- In case of Windows 8 / 10



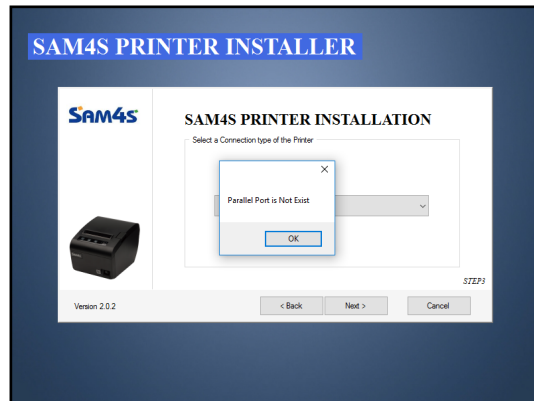
- 3) If you don't have any 'USB Serial Port' on the list, please refer 'Installing USB to serial printer' (p.19) to install an USB to Serial printer.
- 4) If you have 'USB Serial Port' on the list but the SAM4S printer installer doesn't show the port when you install a SAM4S printer, please re-boot your system to apply changes completely and try again.

## 6.1. Installation troubleshooting

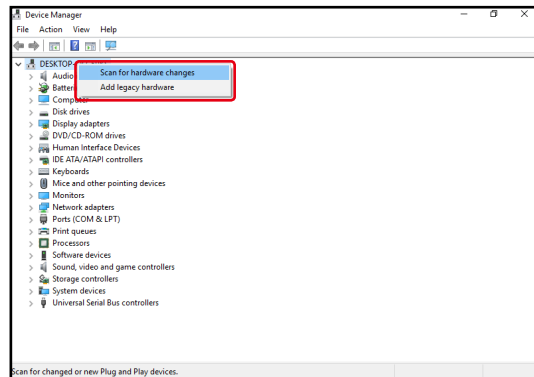
### 3. Not found a parallel port.

If you don't have a parallel port on your system, Installation for parallel port is not possible.

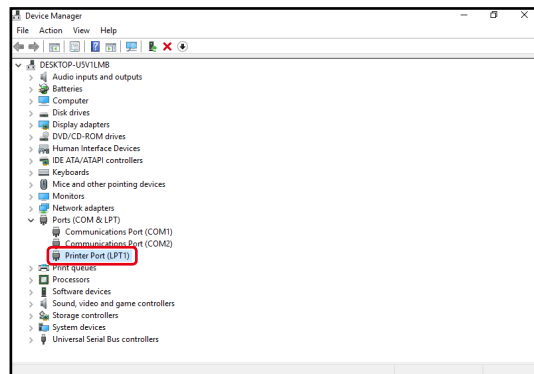
What you need to do is make sure whether system has a parallel port or not from the 'Device Manager'



### 1) Scanning for hardware to make sure all of hardware is installed.



### 2) Checking 'LPT Port (Parallel Port)' on the list.



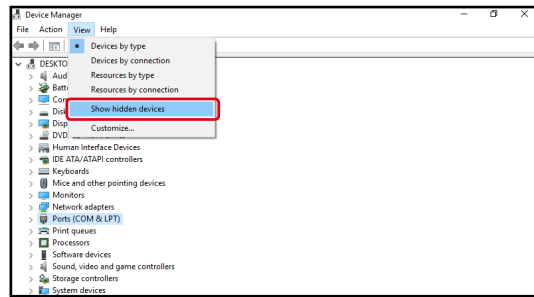
### 3) If you don't have any 'Printer Port' on the list, please ask assistance to hardware engineer of your system.

## 6.1. Installation troubleshooting

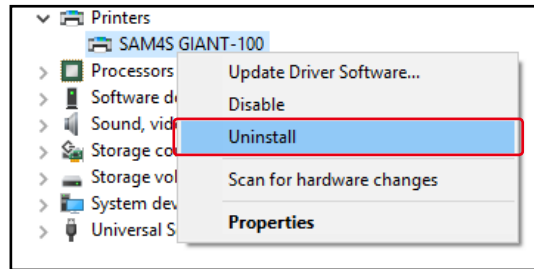
4. Installed a Windows printer driver. However, It is not shown on my computer turning ON/OFF the printer.

Solve the problem by manually removing the printer driver installed on the system.

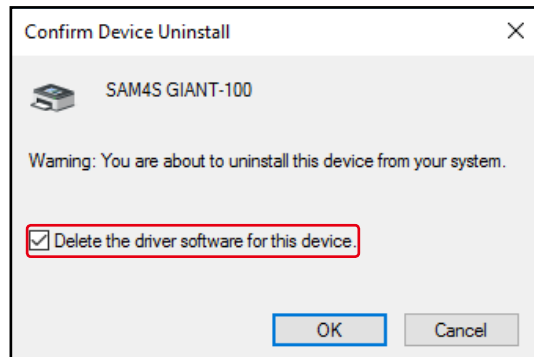
- 1) Click 'View' and 'Show hidden devices' on the Device Manager.



- 2) Uninstall the printer.



- 3) Check the 'Delete the driver software for this device' and proceed to remove.



- 4) After uninstallation, retry to install the Windows printer driver.

## 6.2. Uninstallation troubleshooting

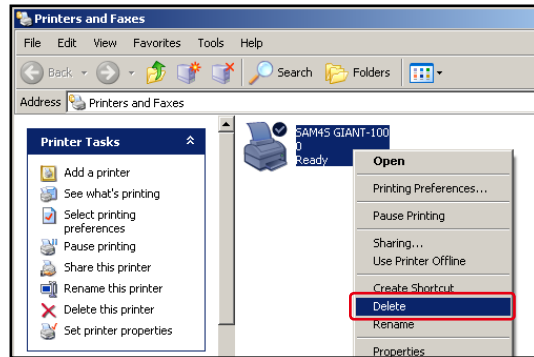
### 1. Unable to uninstall.

#### 1) Make sure an SAM4S printer is installed from the 'Printers and Faxes'.

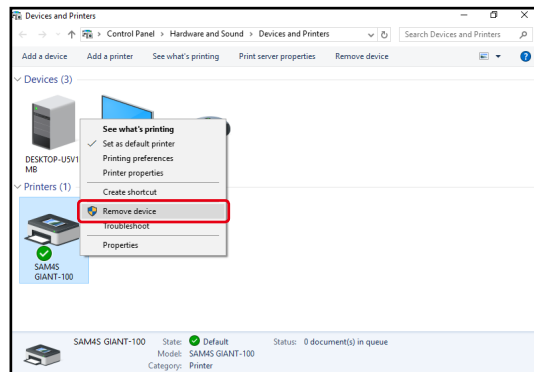
Name of the installed SAM4S printer should be form as 'SAM4S ELLIXxx' or 'SAM4S GIANT-xxx'.

Right-click and delete the printer.

- In case of Windows XP.
  - Click the 'Delete'

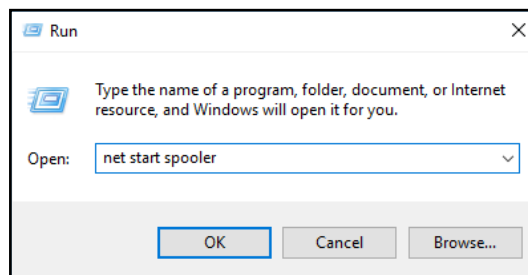


- In case of Windows Vista / 7 / 8 / 10
  - Click the 'Remove device'



✘ If the list of 'Printers and Faxes' is not shown, execute 'net start spooler' from the 'Run'.

To open 'Run' dialog, press the 'Windows Key' with 'R Key'.



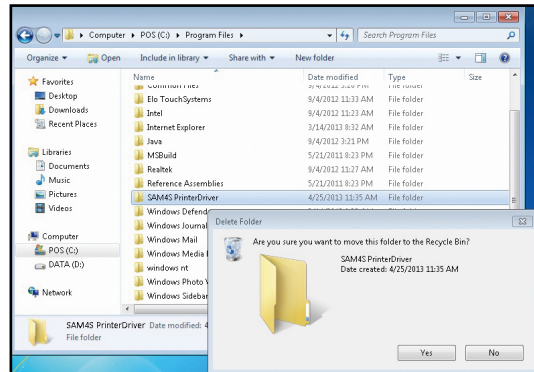
## 6.2. Uninstallation troubleshooting

### 2. Uninstalling the SAM4S Printer Driver Installer.

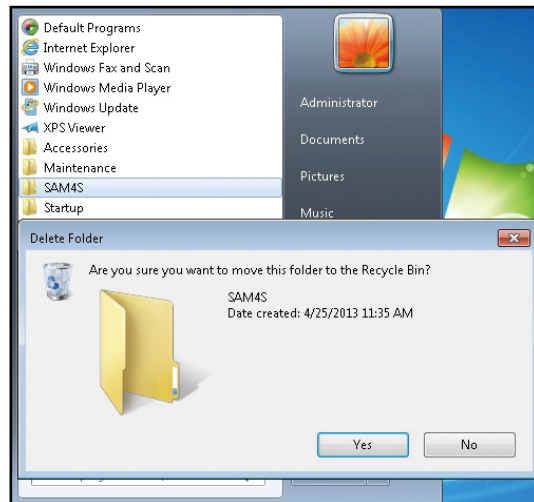
#### 1) Delete the installer files:

32bit OS - Root\Program  
Files\SAM4S PrinterDriver

64bit OS - Root\Program  
Files(x86)\SAM4S PrinterDriver



#### 2) Delete the shortcut of the installer.



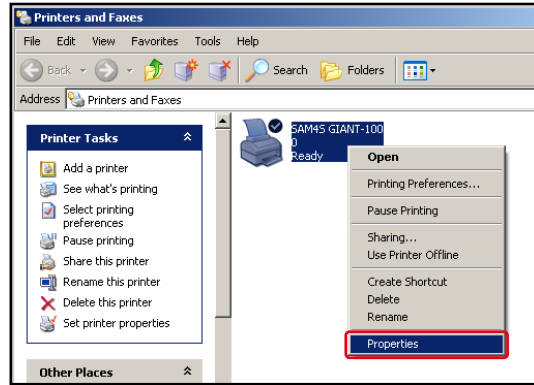


## 6.3. Printing troubleshooting

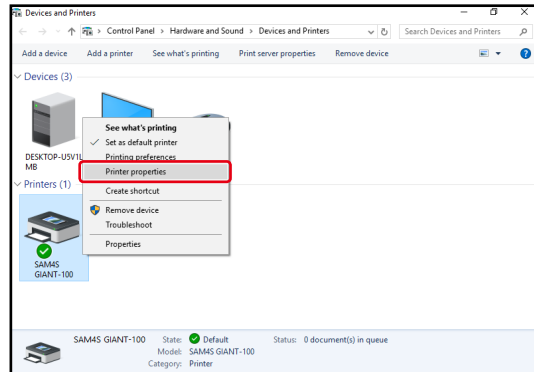
1. If printing for a document is not properly.

Open the 'Printer properties' from the 'Printers and Faxes'.

- In case of Windows XP.  
- Click the 'Properties'

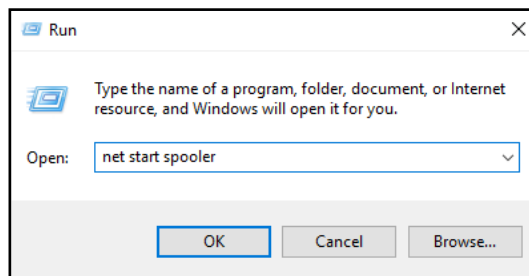


- In case of Windows Vista / 7 / 8 / 10  
- Click the 'Printer properties'



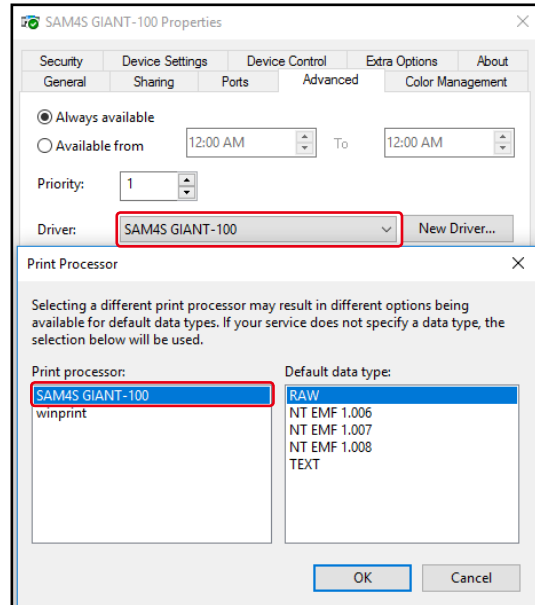
✘ If the list of 'Printers and Faxes' is not shown, execute 'net start spooler' from the 'Run'.

To open 'Run' dialog, press the 'Windows Key' with 'R Key'.

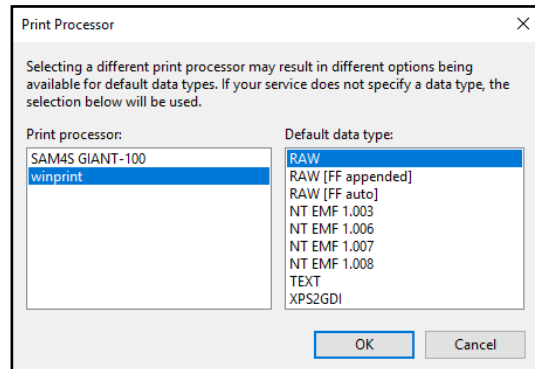


## 6.3. Printing troubleshooting

2. Verifying properties that are 'Driver' and 'Print Processor' of installed printer from the 'Advance' tap.



If the Print Processor is assigning the 'winprint', select the 'SAM4S ELLIXxx' or 'SAM4S GIANT-xxx'.



3. After that, go to the 'General' tab and click the 'Print Test Page' button. Make sure the printer prints normally.

**APPENDIX.**  
**Testing for SAM4S printer  
driver using the WordPad**

---



# Testing for SAM4S printer driver using the WordPad

## 1. WordPad Environment

WordPad is more adequate to test printer than Microsoft Word.

Make it sure that SAM4S Printer has been chosen as default printer and then go further with WordPad like below.

- Size / Resolution / Margins [Refer to p.36]

※ This function may be different depending on OS.

## 2. Printing Text

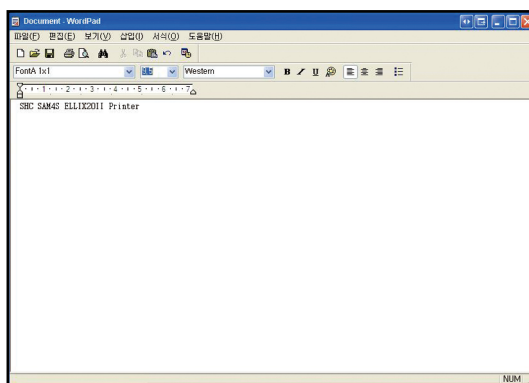
1) Select the font you wish to use from the font list.

2) Select the font size you wish use from the font-size list.

3) Type in some text into the WordPad text-input area.

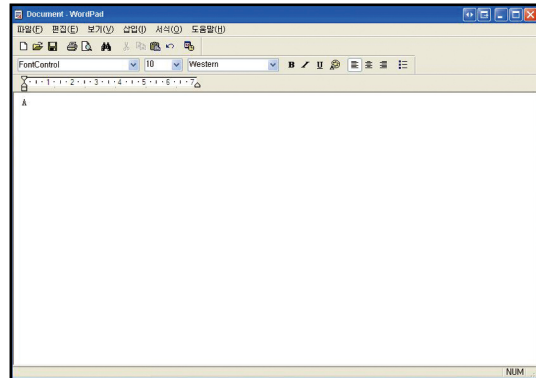
4) Open the File menu, and click on Print.

※ For fastest printing, select a printer font form the font list.



### 3. Opening the Cash Drawer

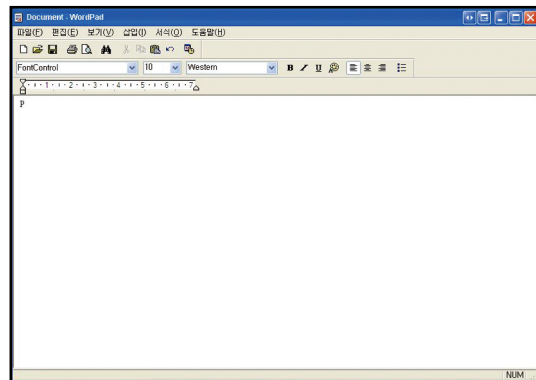
- 1) Select the "FontControl" font from the font list.
- 2) Set the font size to 10.
- 3) Type an "A" into the WordPad text-input area.
- 4) Open the File menu, and click on Print.



※ Clicking on Print will cause cash drawer #1 to open at a drive speed of 50ms.  
By changing the character that you input at Step 3, you can select different driver speed or open the other drawer.

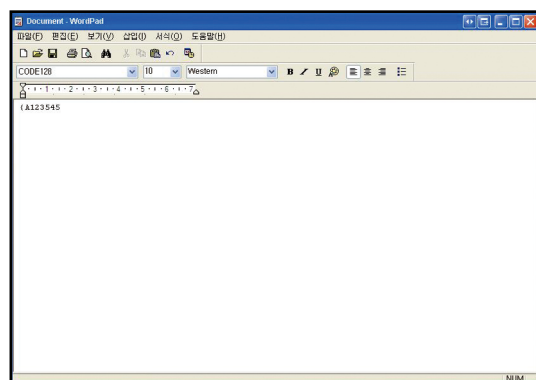
### 4. Cutting the Paper

- 1) Select the "FontControl" font from the font list.
- 2) Set the font size to 10.
- 3) Type in "P"
- 4) Open the File menu, and click on Print.



### 5. Bar Code Printing

- 1) Select the "Code128" font from the font list.
- 2) Set the font size to 10.
- 3) Type in an "{A123545"
- 4) Open the File menu, and click on Print.



# **SAM4S Printer Series Windows Driver & Installer**

User Guide