FUJITSU

Fujitsu Dot Matrix Printer

DL Series

Printer Driver Installation Guide

- *Windows® 10*
- *Windows Server® 2016*
- *Windows® 8.1*
- *Windows Server® 2012 R2*
- *Windows® 8*
- *Windows Server® 2012*
- *Windows® 7*
- *Windows Server® 2008 R2*

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IMPORTANT NOTE TO USERS

For Windows® 7 / Windows Server® 2008 R2 and later, install the printer driver before connecting the printer to your personal computer.
Either of the following messages is displayed in the setup program: *Printer is ready for installation.* or *Printer driver installation has been completed.*
After the message is displayed, connect the printer to your PC.
If the printer is already connected to your PC before the printer driver installation, see the section **Troubleshooting** in Setup in this manual.

Do not use this printer driver in other printers (other than Fujitsu DL Series).
Do not use Fujitsu DL Series printer with any printer driver from other manufacturers.
When printing in Windows® 7 / Windows Server® 2008 R2 and later, set the printer function setting to its default factory configurations.
If any other setting is used, the desired printing results will not be provided.

After inserting the Setup Disk into your PC's CD-ROM or DVD drive, the FUJITSU DL Series Software setup window is displayed. If your operating system is Windows® 7 / Windows Server® 2008 R2 and later, click the **OK** button.
For any other Windows operating system, click the **EXIT** button.
For some versions of Windows® 7 / Windows Server® 2008 R2 and later, the installation procedure or display contents may vary. If so, follow the recommended onscreen instructions.
For setup, always log on using an administrator account.
During setup, in the *User Account Control* dialog box, you may be asked, *Do you want to allow the following program from an unknown publisher to make changes to this computer ?* Select **Yes**.
When using 64-bit Windows operating system, follow the above procedure also.
If a different-version printer driver has been installed, delete it first and proceed with set up.
The contents of this manual are subject to change without notice for its improvement.
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ABBREVIATIONS USED IN THIS MANUAL

Windows® 10 Education x64 Edition Windows® 10 Education Windows® 10 Enterprise x64 Edition Windows® 10 Enterprise Windows® 10 Pro x64 Edition Windows® 10 Pro Windows® 10 Home x64 Edition Windows® 10 Home	referred to as Windows 10
Microsoft® Windows Server® 2016 Datacenter Microsoft® Windows Server® 2016 Standard Microsoft® Windows Server® 2016 Essentials	referred to as Server 2016
Windows® 8.1 Enterprise x64 Edition Windows® 8.1 Enterprise Windows® 8.1 Pro x64 Edition Windows® 8.1 Pro Windows® 8.1 x64 Edition Windows® 8.1	referred to as Windows 8.1
Microsoft® Windows Server® 2012 R2 Datacenter Microsoft® Windows Server® 2012 R2 Standard Microsoft® Windows Server® 2012 R2 Essentials	referred to as Server 2012 R2
Windows® 8 Enterprise x64 Edition Windows® 8 Enterprise Windows® 8 Pro x64 Edition Windows® 8 Pro Windows® 8 x64 Edition Windows® 8	referred to as Windows 8
Microsoft® Windows Server® 2012 Datacenter Microsoft® Windows Server® 2012 Standard Microsoft® Windows Server® 2012 Essentials	referred to as Server 2012
Windows® 7 Ultimate x64 Edition Windows® 7 Ultimate Windows® 7 Enterprise x64 Edition Windows® 7 Enterprise Windows® 7 Professional x64 Edition Windows® 7 Professional Windows® 7 Home Premium x64 Edition Windows® 7 Home Premium Windows® 7 Starter	referred to as Windows 7
Microsoft® Windows Server® 2008 R2 Enterprise Microsoft® Windows Server® 2008 R2 Standard	referred to as Server 2008 R2

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INSTALLING PRINTER DRIVER

In this section, Windows 7 Professional is used as an example of how to install the printer driver on a PC using Windows 7 / Server 2008 R2 and later operating system.
In the following procedure, the Fujitsu DL7400Pro printer driver is set up.
When using another printer or another printer driver, change it to your current printer or printer driver name to follow the procedure.

Setup using Plug & Play

1. Log on as an administrator of the computer.

2. Insert the Setup Disk into your PC's CD-ROM or DVD drive.
   The Auto Play window will be displayed.
   Click **Run DLSELECT.EXE**.
   If the Auto Play window is not displayed, use Explorer or another application to open CD-ROM.
   And double click the **DLSELECT.EXE** file.

   Note:
   For Windows 8 / Server 2012 and later:
   Click the Toast Notification, and click [Run DLSELECT.EXE]
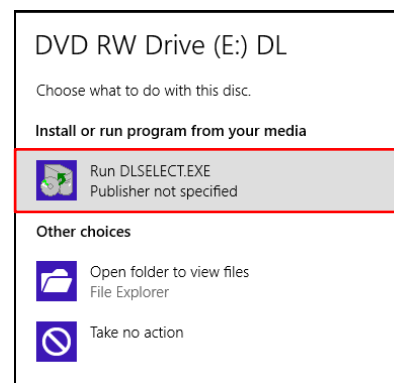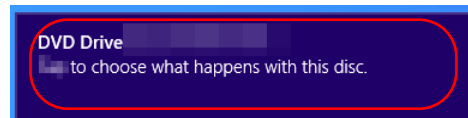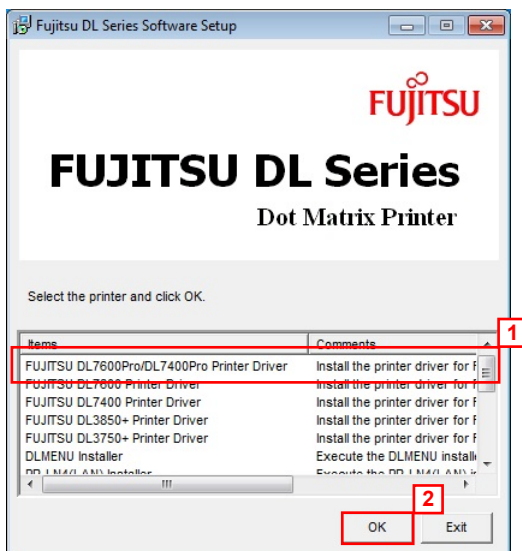
3. The FUJITSU DL Series Software Setup window is displayed.
   From the printer driver list, select **FUJITSU DL7600Pro /DL7400Pro Printer Driver** and click the **OK** button.

   Note:
   When using the latest printer driver downloaded from our web site, double click the executable program (a file whose extension is EXE) in the downloaded driver data folder.
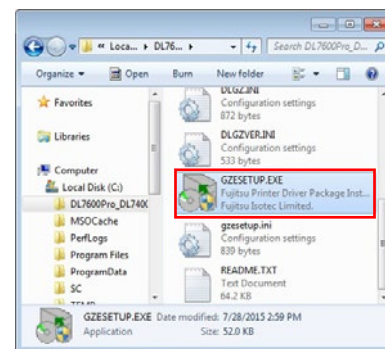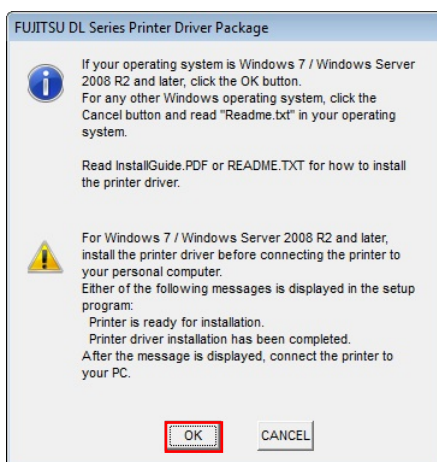

4. When the dialog box, ***Do you want to allow the following program from an unknown publisher to make changes to this computer ?*** is displayed, click **Yes**.
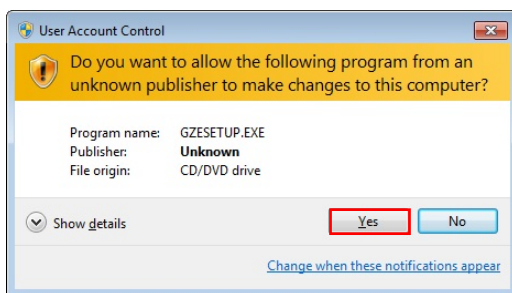
5. The FUJITSU DL Series Printer Driver Package window is displayed.
   Click the **OK** button.

   Note:
   When using Windows 7 / Server 2008 R2 and later, the following window is displayed.
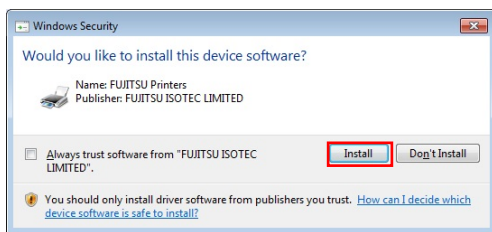   Click the **OK** button.
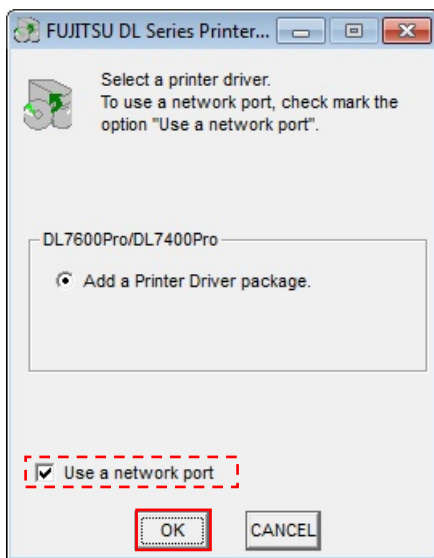
6. *Select a printer driver* will be displayed.
    To use a network port, check mark the option *"Use a network port."*
    Follow the display menu and select a printer driver to install.
    Then, click the **OK** button.

    Note:
    ▪ Depending on the printer driver selected in the FUJITSU DL Series Software Setup Window, the window composition may vary. In this manual, Fujitsu DL7400Pro has been used as reference.
    ▪ FUJITSU DL7600/DL7400/DL3850+/DL3750+ is selected, the following window is displayed.
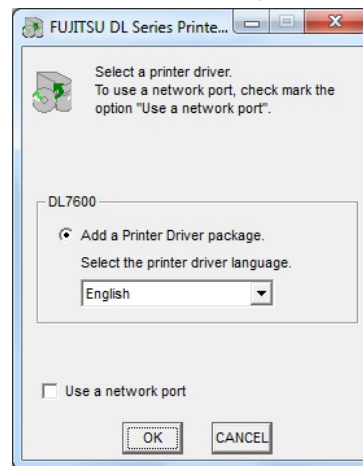
    ▪ If selecting **Use a network port**, go to step a.
    ▪ If you do not wish to install the printer driver, select **Cancel**. When the procedure is ended without any printer driver installation, double click each executable program of FUJITSU DL Series Software Setup or FUJITSU DL Series Printer Driver Package again or install the printer driver through *Setup method using Add a Printer Wizard*.
    ▪ About "Use a network port"…
        (1) For creation or setup method of a network port, read the manual or setup guide of an optional LAN board or LAN adapter or see the Help topic in Windows.
        (2) When using a network port created through an optional LAN board or LAN adapter or using Windows Standard TCP/IP port, select this item.
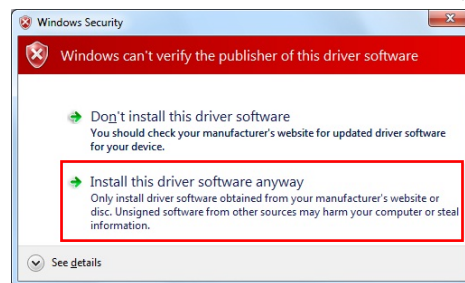   (3) Do not select this item when using a parallel port or a USB port.

7. In Windows Security dialog box the dialog, *Would you like to install this device software?* is displayed.
Click the Install button.
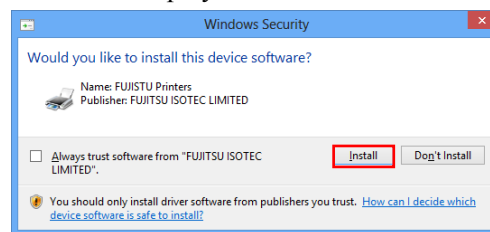
   Note:
   DL7600/DL7400/DL3850+/DL3750+...
   In Windows 7 / Server 2008 R2, the following window is displayed.
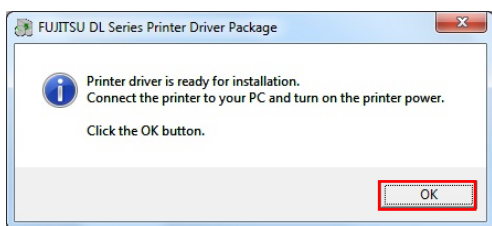   Click the "Install this driver software anyway".

   In Windows 8 / Server 2012 and later, the following window is displayed.   Click the Install button.
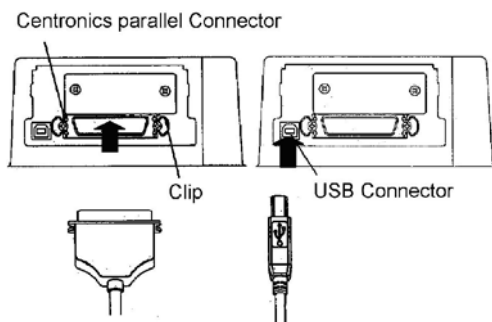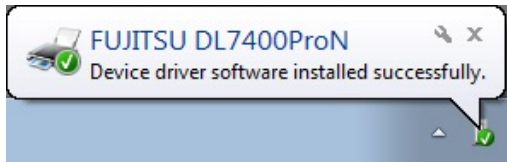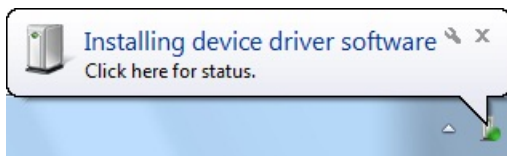

8 A file copy starts.

   Note:
   Wait until the message *Printer driver is ready for installation*.

9. Once the message, *Printer driver is ready for installation*, is displayed - Click the **OK** button.


10. Connect the printer to your PC and turn on the printer power.

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11. *Installing device driver software* is displayed in the taskbar notification area.
After a while, the message *Fujitsu DL7400Pro Device driver software installed successfully* is displayed.

  Note:
 When a USB interface is used for connection the message *Your device is ready to use* is displayed instead.
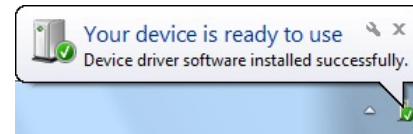
  For Windows 8 / Server 2012 and later:
  "Device Setup" in the task bar is displayed, but no operation is required.
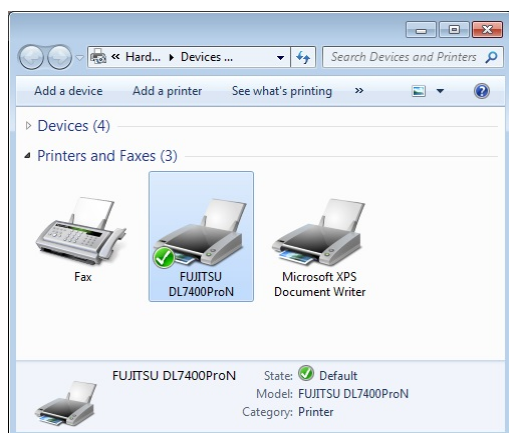

12. Select **Start**, and then select **Devices and Printers**.

  Note:
  For Windows 8 / Server 2012 and later:
  Press the Windows logo key + X key, shortcut menu is displayed bottom left of the screen.
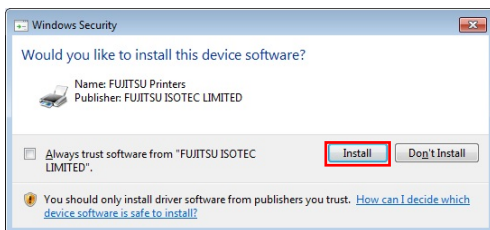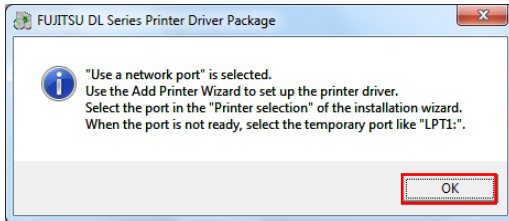 Click [Control Panel] → [Hardware and Sound] or [Hardware] → [Devices and Printers]

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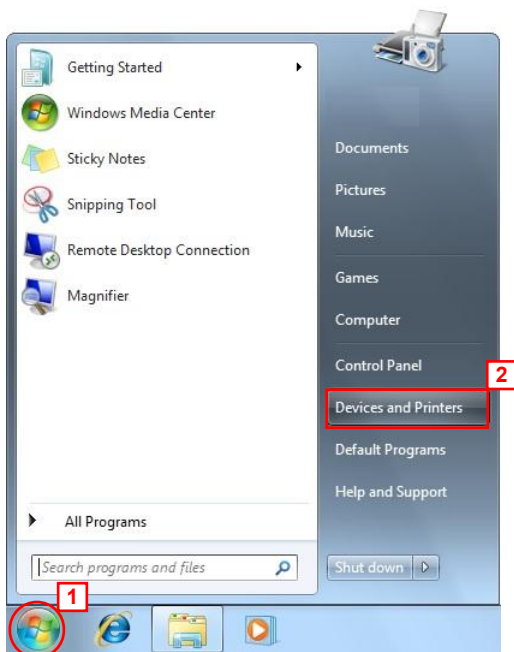
13. Make sure that the printer driver icon is added to **Printers and Faxes** section.

14. Restart Windows.
    This completes the printer driver setup.

When **Use a network port** is selected:

a. The following message is displayed: *Use a network port is selected.*
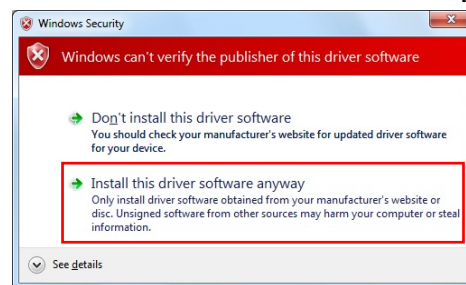   Read the instructions carefully and click the **OK** button.

8. In Windows Security dialog box the dialog, *Would you like to install this device software?* is displayed.
   Click the Install button.
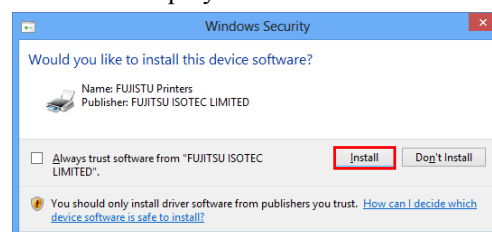
   Note:
   DL7600/DL7400/DL3850+/DL3750+...
   In Windows 7 / Server 2008 R2, the following window is displayed.
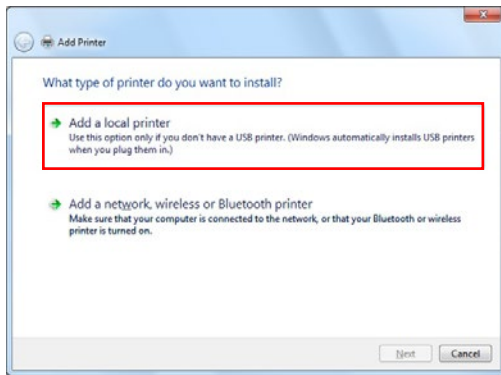   Click the "Install this driver software anyway".

   In Windows 8 / Server 2012 and later, the following window is displayed.   Click the Install button.

c. A file copy starts.

   Note:
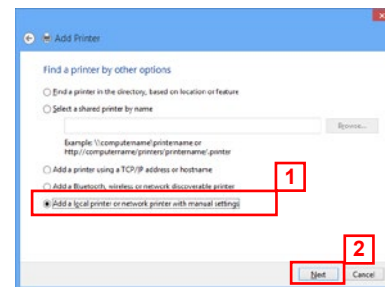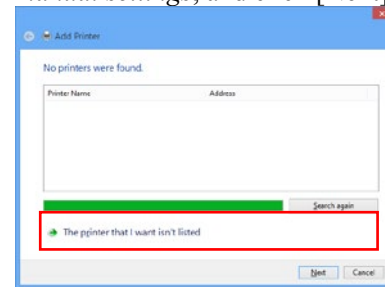   Wait until the window of Procedure D. is displayed.

d. The *Add Printer Wizard* is displayed.
    Select **Add a local printer**.

Note:
In Windows 8 / 8.1 / Server 2012 / Server 2012 R2, the following window is displayed.
Click the *The printer that I want isn't listed*.
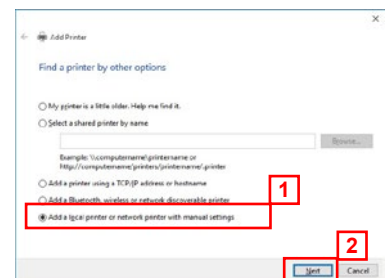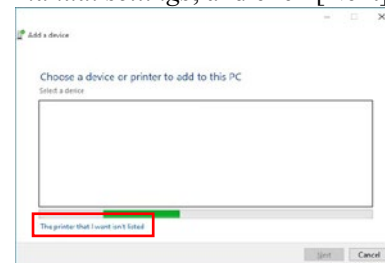Click the *Add a local printer or network printer with manual settings*, and click [Next].
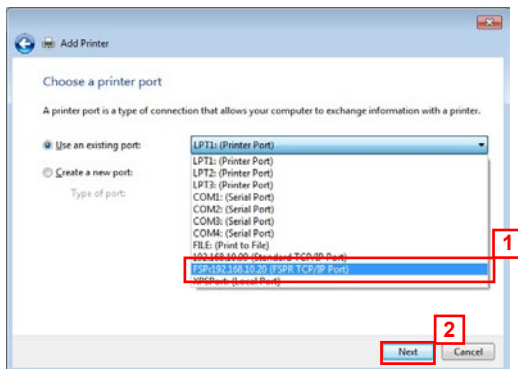

In Windows 10 / Server 2016, the following window is displayed.
Click the *The printer that I want isn't listed*.
Click the *Add a local printer or network printer with manual settings*, and click [Next].
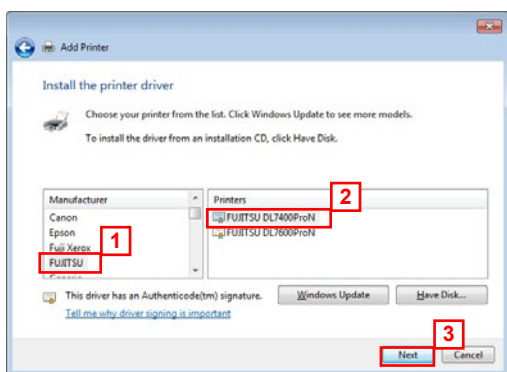
e. Specify a port to connect the printer and click **Next**.

Note:
> If a port is not available, for example, in cases where a network port to use is not present in the list of **Use an existing port**, select a temporary port such as LPT1:(Printer Port).

f. The dialog *Install the printer driver* is displayed. From **Manufacturer**, select **FUJITSU**. From the list of **Printers**, choose a model to use and click the **Next** button.
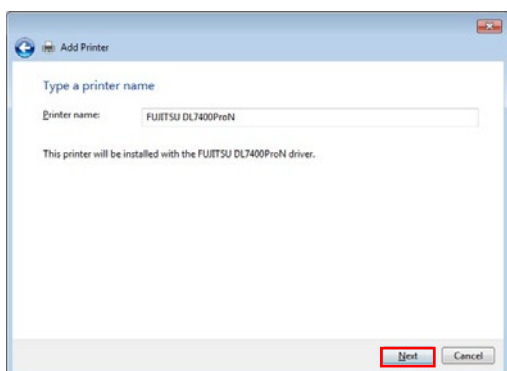
g. The dialog *Type a printer name* is displayed. Type the printer name and click the **Next** button.
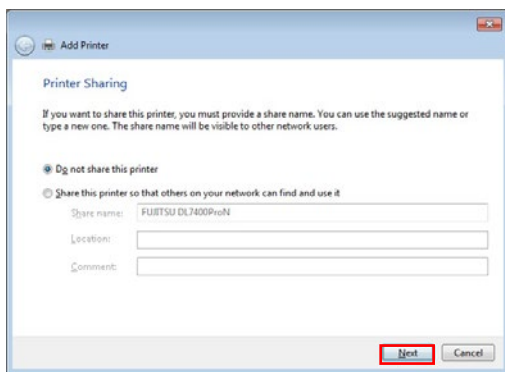
Note:
> When changing the printer name, key-in the changed printer name.

h. A file copy starts.

Note:
> Wait until the window of Procedure I. or Procedure J. is displayed.

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i. The Printer Sharing Window is displayed.
    Select according to your computer environment and click the **Next** button.

    Note:
    The Printer Sharing Window may not be displayed for some computer environments.
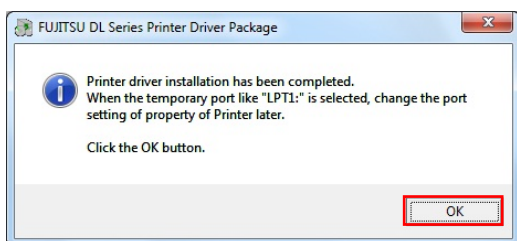   When the Printer Sharing Window is displayed, select according to your computer environment.
    (1) Not sharing : Select **Do not share this printer**.
    (2) Sharing　　 : Select **Share this printer so that others on your network can find and use it** and enter Share name, Location, and Comment.
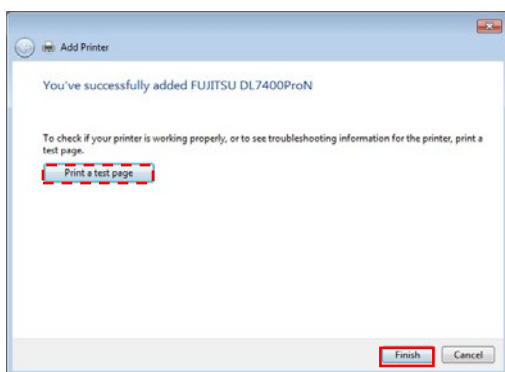

j. Make sure that the message, *You've successfully added Fujitsu DL7400ProN*, is displayed, and click the **Finish** button to terminate the wizard.

    Note:
    ▪ When multiple printer drivers have been installed, *Set as the default printer* is displayed. Select as needed.
    ▪ In this window, the **Print a test page** button is displayed. If required print a test page.
    ▪ Notes on test page printing…
      (1) When a temporary port is selected in Procedure E., do not print any test page.
      (2) Make sure that the printer is online when printing test pages.
      (3) Test pages are printed according to the printer driver settings at that point. In the printer driver default, *Paper Source: Automatically Select* and *Paper Size: A4* are configured. Print test pages with A4-sized cut sheet.
   (4) To use a non-default feed method or paper size, change the setting first and then print test pages.

k. The following message is displayed: *Printer driver installation has been completed.*
    Read the instructions carefully and click the **OK** button.
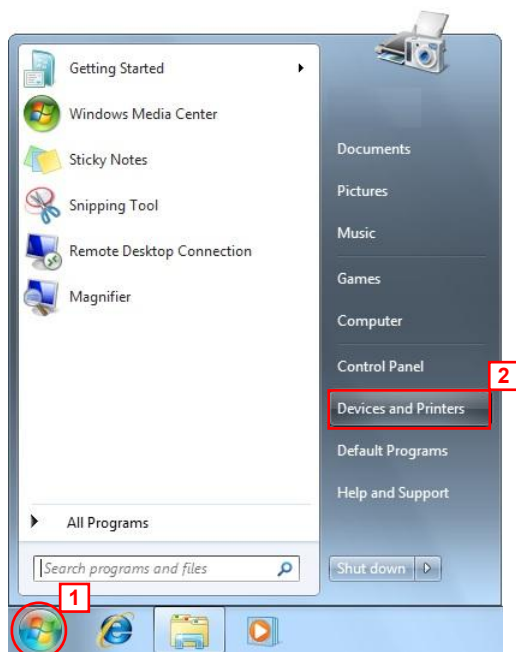
l. Select **Start,** and then select **Devices and Printers**.

Note:
For Windows 8 / Server 2012 and later:
Press the Windows logo key + X key, shortcut menu is displayed bottom left of the screen.
Click [Control Panel]→[Hardware and Sound] or [Hardware]→[Devices and Printers]
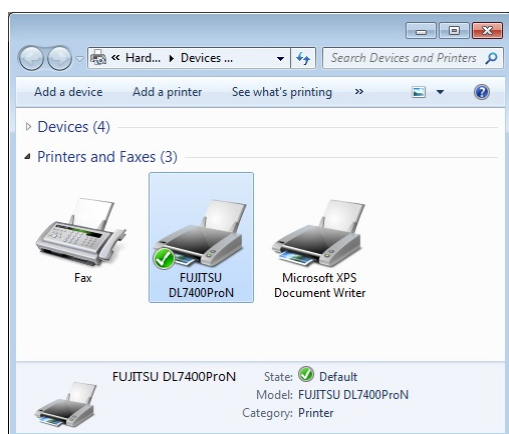
m. Make sure that the printer driver icon is added to **Printers and Faxes** section.

n. Restart Windows.
This completes the printer driver setup.

Setup using the
Add Printer Wizard

Use the **Add Printer Wizard** to set up the printer driver.
In this section, the setup procedure for Windows 7 is
described.
In the following procedure, Fujitsu DL7400Pro printer
driver is set up.
When using another printer or another printer driver,
change it to your current printer or printer driver name
to follow the procedure.
When using Windows 7 / Server 2008 R2 and later, use this
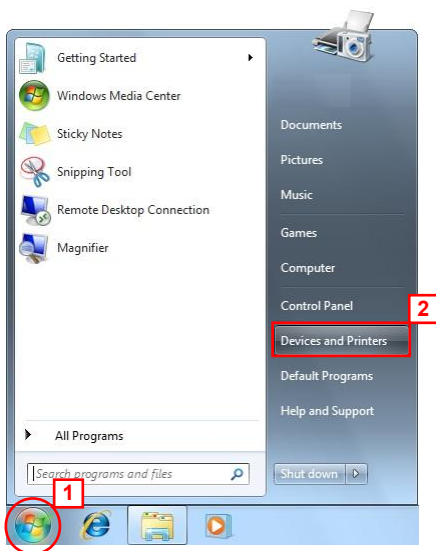procedure to install the printer driver as well.

1.　　Log on as an administrator of the computer.

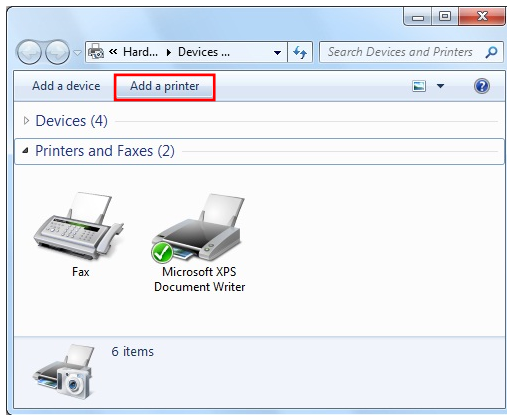2.　　Select **Start**, and then select **Devices and Printers**.

　　Note:
　　　For Windows 8 / Server 2012 and later:
　　　Press the Windows logo key + X key, shortcut menu
　　　is displayed bottom left of the screen.
　　　Click [Control Panel]→[Hardware and Sound] or
　　　[Hardware]→[Devices and Printers]

Getting Started

Windows Media Center

Sticky Notes

Snipping Tool

Remote Desktop Connection

Magnifier

Documents

Pictures

Music

Games

Computer

Control Panel

2

Devices and Printers

Default Programs

Help and Support

▶ All Programs

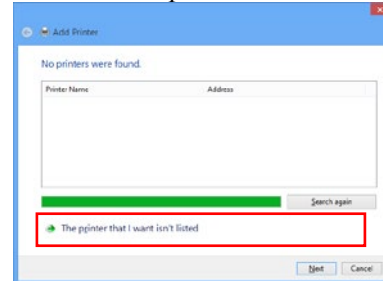*Search programs and files*

Shut down ▷

1

3. From the **Devices and Printers folder**, select **Add a printer**.
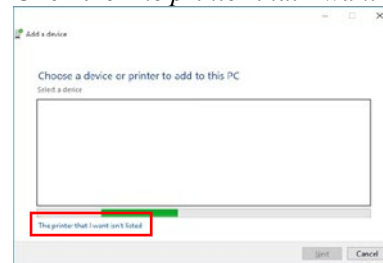
    Note:
    In Windows 8 / 8.1 / Server 2012 / Server 2012 R2 , the following window is displayed.
    Click the *The printer that I want isn't listed*.

    In Windows 10 / Server 2016, the following window is displayed.
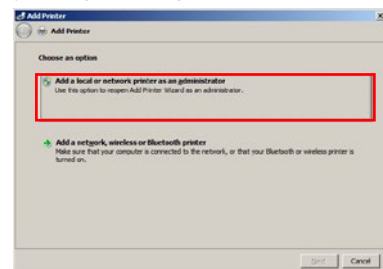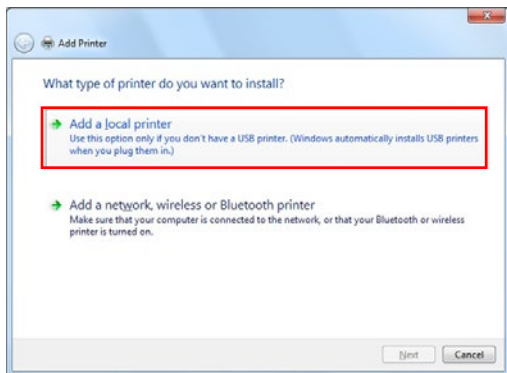   Click the *The printer that I want isn't listed*.

4. The Add Printer Wizard is displayed. Select **Add a local printer**.
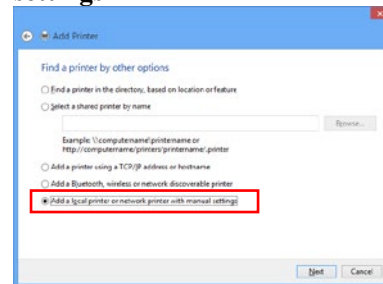
    Note:
    In Server 2008 R2, the following window is displayed.
    Select **Add a local or network printer as an administrator**.   This window is not displayed when you log in using built-in administrator account.
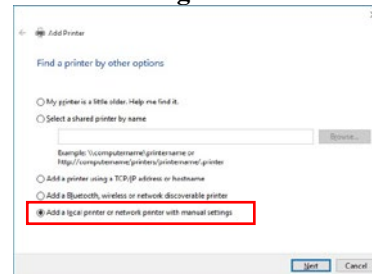
Note:

In Windows 8 / 8.1 / Server 2012 / Server 2012 R2 , the following window is displayed. Select **Add a local printer or network printer with manual settings**.

In Windows 10 / Server 2016, the following window is displayed.
Select **Add a local printer or network printer with manual settings.**
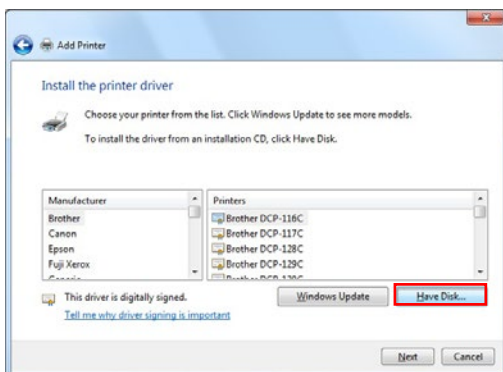

5. Specify a port to connect the printer to and click the **Next** button.
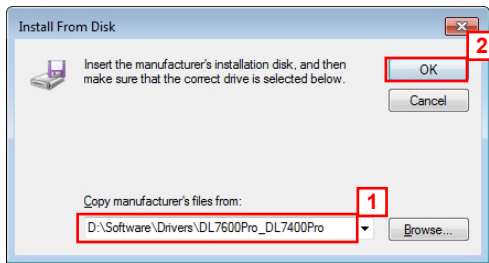
   Note:

   If a port is not available, for example, in a case where a port to connect the printer is not present in the list of **Use an existing port**, select a temporary port such as LPT1:(Printer Port) instead.
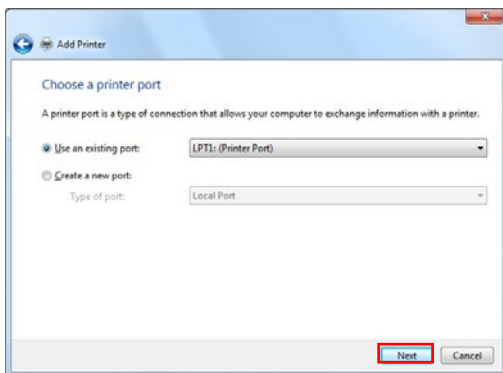
6. The window of **Install the printer driver** is displayed. Click **Have Disk**.

7. Insert the Setup CD-ROM into CD or DVD drive (D:).
Then, change the path name from "A:\" to
"D:\Software\Drivers\DL7600Pro_DL7400Pro" and
click the **OK** button.

Note:
- The CD drive is set to "D:" in the above example.
  If your CD drive is set to another driver, change the
  path to the correct drive.
- Windows 7 / Server 2008 R2 and later, the above
  folder should be specified as well.
- For 64-bit Windows operating system, the above
  folder should be specified as well.
- DL7600/DL7400/DL3850+/DL3750+…
  For Windows 7, enter "D:\Software\Drivers\DL****\
  (Language)\Win7" as the path name.
  For Server 2008 R2, enter "D:\Software\Drivers\
  DL****\(Language)\Win28R2" as the path name.
  For Windows 8.1 / Windows 8, enter "D:\Software\
  Drivers\DL****\(Language)\Win8" as the path name.
  For Server 2012 R2 / Server 2012, enter "D:\Software
  \Drivers\DL****\(Language)\Win2012" as the path
  name.
  When installing another printer driver, change the
  printer driver part to your model's printer drive
  name in the path to specify.
  When using the latest printer driver downloaded
  from our web site, type "(a folder name where
  downloaded driver data is present)\Win7".
  ** When using other Windows operating system,
     change the part "Win7" to "Win28R2" / "Win8" /
     "Win2012" instead.
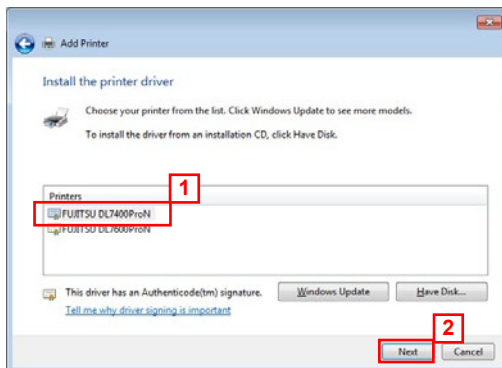
8. The model names are displayed in the list box.
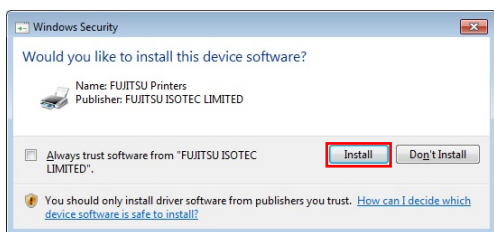Select the printer driver to use and click **Next**.

Note:
When the window containing the message, *Which
version of the driver do you want to use ?*, is
displayed, select **Replace the current driver**.
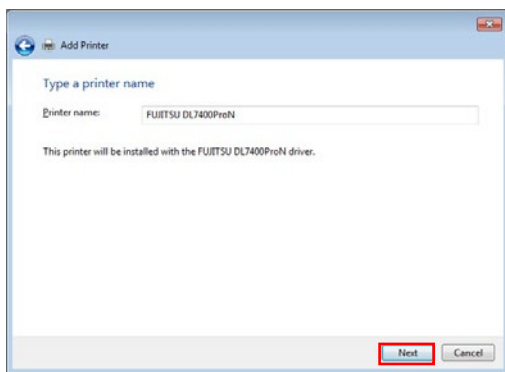
9. The dialog *Type a printer name* is displayed.
   Type the printer name and click **Next**.

   Note:
   To change the printer name, key-in the changed
   printer name.

8. In Windows Security dialog box the dialog, *Would you
   like to install this device software?* is displayed.
   Click the Install button.

   Note:
   DL7600/DL7400/DL3850+/DL3750+...
   In Windows 7 / Server 2008 R2, the following
   window is displayed.
   Click the "Install this driver software anyway".
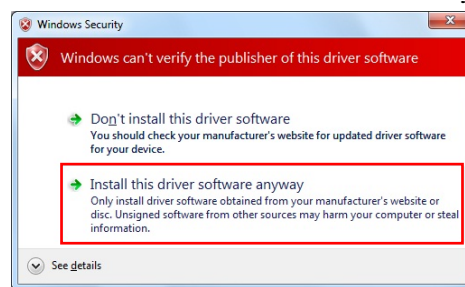
   In Windows 8 / Server 2012 and later, the following
   window is displayed.   Click the Install button.

11. A file copy starts.

    Note:
    Wait until the window of Procedure 12. or Procedure
    13. is displayed.

12. The Printer Sharing Window is displayed.
    Select according to your computer environment and click the **Next** button.

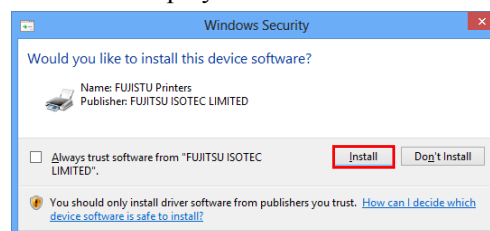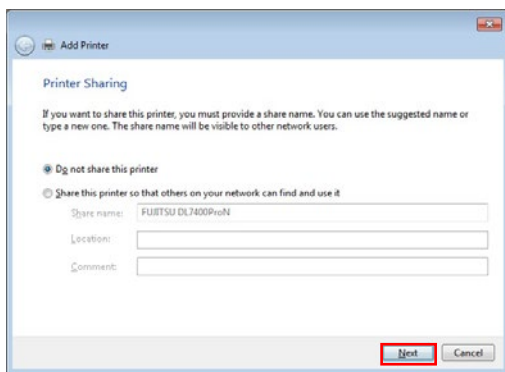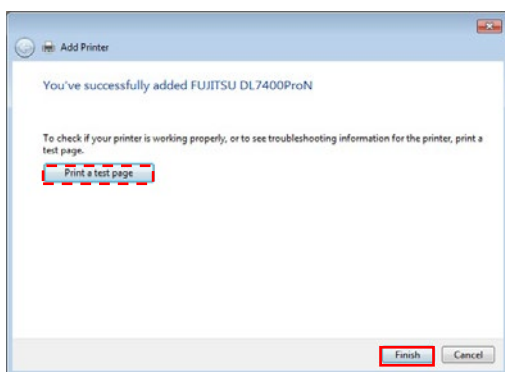   *Note:*
      The Printer Sharing Window may not be displayed for some computer environments.
      When the Printer Sharing Window is displayed, select according to your computer environment.
      (1) Not sharing : Select **Do not share this printer**.
      (2) Sharing : Select **Share this printer so that others on your network can find and use it** and enter Share name, Location, and Comment.

13. Make sure that the message, *You've successfully added Fujitsu DL7400Pro*, is displayed, and click the **Finish** button to terminate the wizard.

    Note:
      ▪ When multiple printer drivers have been installed, *Set as the default printer* is displayed. Select as needed.
      ▪ In this window, the **Print a test page** button is displayed. If required print a test page.
      ▪ Notes on test page printing…
        (1) When a temporary port is selected in Procedure E., do not print any test page.
        (2) Make sure that the printer is online when printing test pages.
        (3) Test pages are printed according to the printer driver settings at that point. In the printer driver default, *Paper Source: Automatically Select* and *Paper Size: A4* are configured.
            Print test pages with A4-sized cut sheet.
        (4) To use a non-default feed method or paper size, change the setting first and then print test pages.

14. Restart Windows.
    This completes the printer driver setup.

    When the printer is connected after the setup in this method, the dialog Installing device driver software may be displayed and the connected printer may be displayed under Unspecified part of **Devices and Printers**. In that case, restart Windows.

TROUBLE SHOOTING

## When the printer is connected to the PC before the printer driver is installed

When the printer is connected to the PC before the printer driver is installed, the message, *Device driver software was not successfully installed* is displayed on the notification area (on the right bottom of the window).
In this case, follow the below procedure.
In this section, Windows 7 Professional Windows (when Fujitsu DL7400Pro is installed) is provided as an example. When using another printer, change it to your current printer name to follow the procedure.
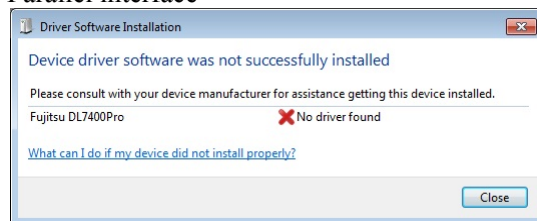For Windows 8 / Server 2012 and later, use the following procedure to fix the problem.
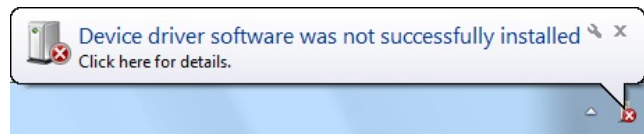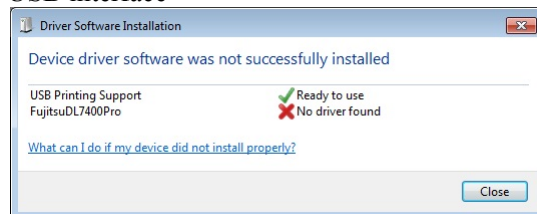

Note:
  If you click the balloon, the following window will be displayed. After checking the instructions, click the **Close** button .

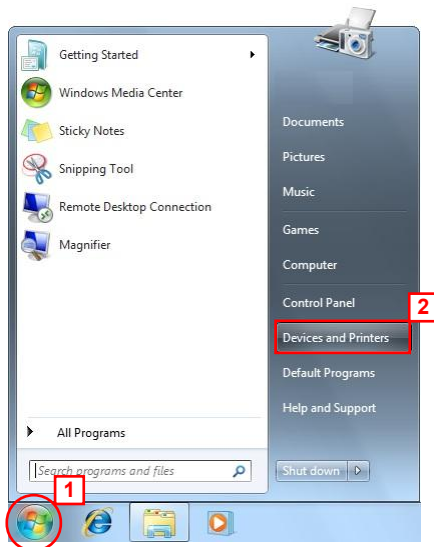 - Parallel interface

  - USB interface

1. Log on as an administrator of the computer.

2. Select **Start**, and then select **Devices and Printers**.

   Note:
   For Windows 8 / Server 2012 and later:
   Press the Windows logo key + X key, shortcut menu
   is displayed bottom left of the screen.
   Click [Control Panel]→[Hardware and Sound] or
   [Hardware]→[Devices and Printers]

3. Check that the connected printer is displayed under
   Unspecified part in the **Devices and Printers** folder.

   Note:
   When the printer is connected through a USB
   interface, the following window is displayed.
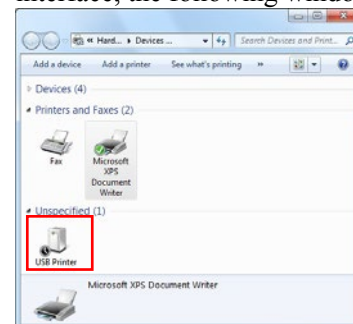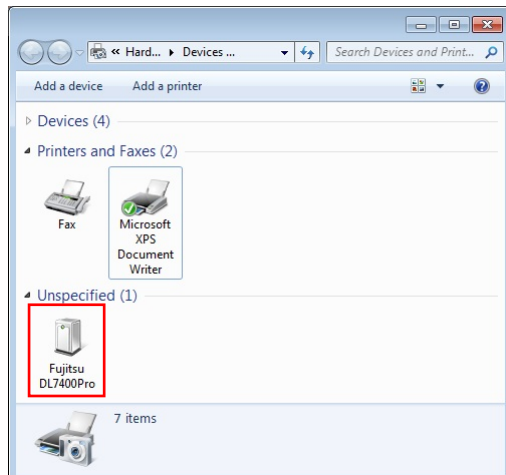
4. Right click on the blank part of the **Devices and
   Printers** folder and select **Device Manager** from
   the displayed menu.

   Note:
   If the message, *Do you want to allow the following
   program from an unknown publisher to make
   changes to this computer ?*, is displayed in the
   User Account Control dialog box, click **Yes**.
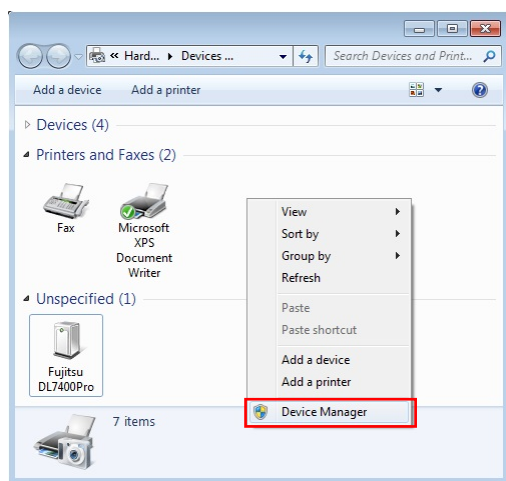
5. Device Manager starts.
    Double click **Other devices** .
    Right click on the displayed printer (the connected printer) and select **Uninstall** from the displayed menu.

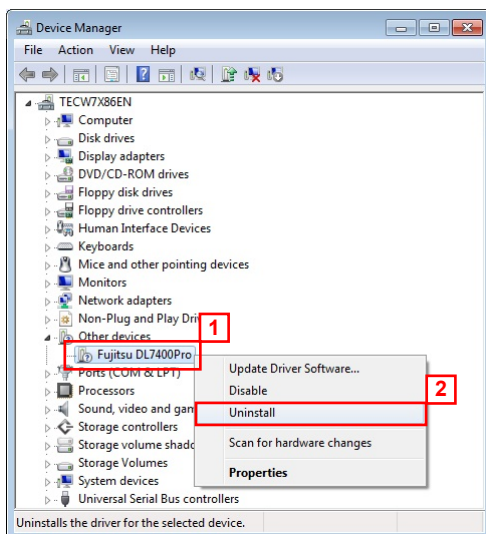6. The **Confirm Device Uninstall** window is displayed. Click the **OK** button.

    Note:
    After clicking the **OK** button, click the **Close** button on the upper right of the Device Manager Window to terminate **Device Manager**.
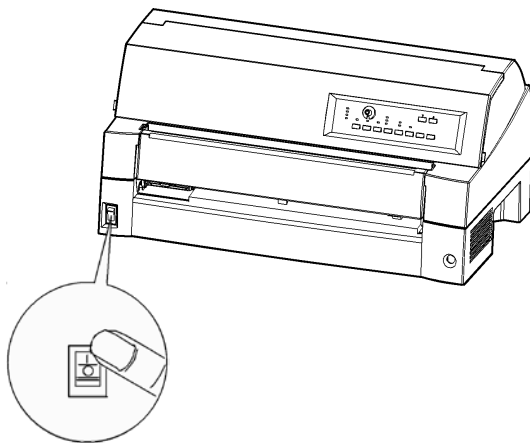
7. Press the printer's power to the ○ side to turn off the power.

8. Restart Windows.

    This completes the recovery when the printer and the PC are connected before the printer driver installation.
    After restart, install the printer driver in the procedure described in *Installing Printer Driver*.

When an error is displayed in the setup program

When the setup program started , ⚠ Alert Window or ❌ Error Window was displayed.

Cause: Click the **OK** button without selecting any printer driver.

Measure: Select the printer driver to install and click the **OK** button.
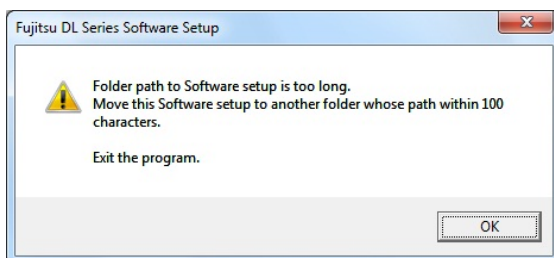
Cause: The folder path exceeds the specified number of characters.

Measure: Move the folder path of the Fujitsu DL Series Software Setup program to the place where the number of characters is 100 or less.

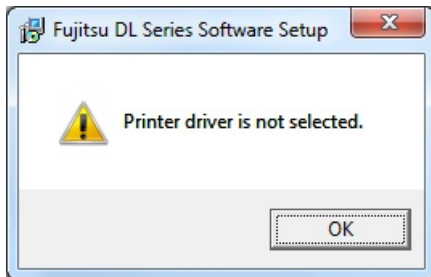*Cause:* The setup information file required for the installation cannot be found.
  (1) The setup information file may not be present.
  (2) The setup information file may be destroyed.

Measure: (1) Run the Fujitsu DL Series Software Setup program again.
  (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
  http://jp.fujitsu.com/group/fit/en/
  ** The above address was the URL at the time when this manual was written.

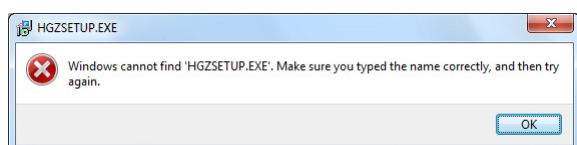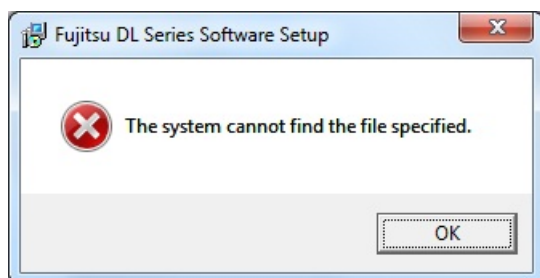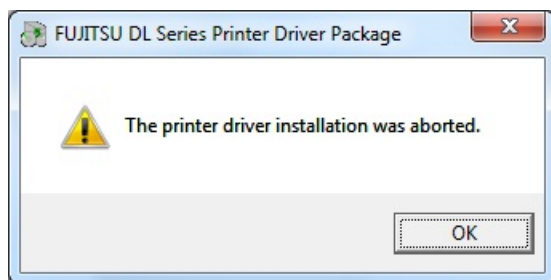|	
Fujitsu DL Series Software Setup [x] ❌ Failed to setup infomation file. Exit the program. [OK]	***Cause:*** There is an error in the setup information file required for the installation. (1) The setup information file may not be present. (2) The setup information file may be destroyed. ***Measure:*** (1) Run the Fujitsu DL Series Software Setup program again. (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site. http://jp.fujitsu.com/group/fit/en/ ** The above address was the URL at the time when this manual was written.
HGZSETUP.EXE [x] ❌ Windows cannot find 'HGZSETUP.EXE'. Make sure you typed the name correctly, and then try again. [OK]	***Cause:*** FUJITSU DL Series Printer Driver Package Installer for the selected printer driver cannot be found. (1) A system error may have occurred. (2) FUJITSU DL Series Printer Driver Package Installer may not be present. (3) FUJITSU DL Series Software Setup program may be destroyed. ***Measure:*** (1) Restart Windows. (2) Run the Fujitsu DL Series Software Setup program again. (3) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site. http://jp.fujitsu.com/group/fit/en/ ** The above address was the URL at the time when this manual was written.
Fujitsu DL Series Software Setup [x] ❌ The system cannot find the file specified. [OK]	***Cause:*** FUJITSU DL Series Printer Driver Package Installer for the selected printer driver cannot be found. (1) A system error may have occurred. (2) FUJITSU DL Series Printer Driver Package Installer may not be present. (3) FUJITSU DL Series Software Setup program may be destroyed. ***Measure:*** (1) Restart Windows. (2) Run the Fujitsu DL Series Software Setup program again. (3) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site. http://jp.fujitsu.com/group/fit/en/ ** The above address was the URL at the time when this manual was written.

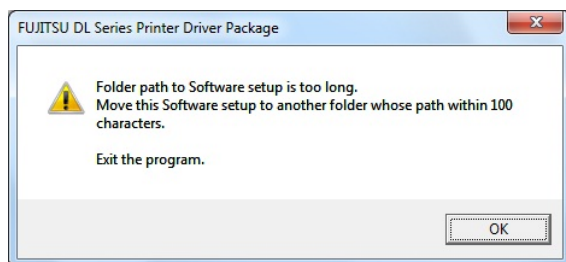*Printer Driver Installation Guide*

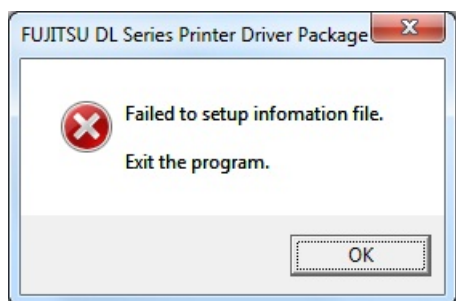|		
	Cause:	The printer driver installation was aborted. (1) The item **Don't install this driver software** was selected in the Windows Security Window during the setup. (2) The **Cancel** button was selected while the Add Printer Wizard was in progress.
	Measure:	Run the FUJITSU DL Series Software Setup or FUJITSU DL Series Printer Driver Package program again.
	Cause:	Installation was executed in an operating system other than Windows 10 / Server 2016 / Windows 8.1 / Server 2012 R2 / Windows 8 / Server 2012 / Windows 7 / Server 2008 R2.
	Measure:	Run the FUJITSU DL Series Software Setup or FUJITSU DL Series Printer Driver Package in Windows 7 / Server 2008 R2 and later.
	Cause:	The folder path exceeds the specified number of characters.
	Measure:	Move the folder path of the Fujitsu DL Series Printer Driver Package program to the place where the number of characters is 100 or less.
	Cause:	The setup information file required for the installation cannot be found. (1) The setup information file may not be present. (2) The setup information file may be destroyed.
	Measure:	(1) Run the Fujitsu DL Series Printer Driver Package program again. (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site. http://jp.fujitsu.com/group/fit/en/ ** The above address was the URL at the time when this manual was written.

Printer Driver Installation Guide

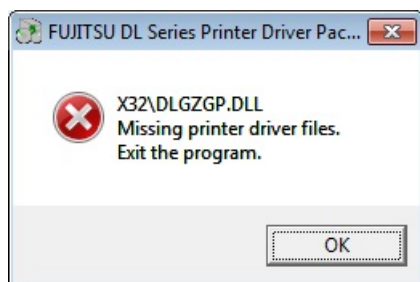|	

FUJITSU DL Series Printer Driver Package [×]
 	
 ❌ Missing to setup infomation file.
 	
 Exit the program.
 	
 [OK]
	Cause: There is an error in the setup information file required for the installation.
	     (1) The setup information file may not be present.
	     (2) The setup information file may be destroyed.
	
	 Measure: (1) Run the Fujitsu DL Series Printer Driver Package program again.
	     (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
	      http://jp.fujitsu.com/group/fit/en/
	      ** The above address was the URL at the time when this manual was written.

FUJITSU DL Series Printer Driver Pac... [×]
 	
 ❌ X32\DLGZGP.DLL
 Missing printer driver files.
 Exit the program.
 	
 [OK]
	Cause: There is an error in the setup information file or the printer driver file required for installation.
	     (1) The setup information file or the printer driver file may not be present.
	     (2) The setup information file or the printer driver file may be destroyed.
	
	 Measure: (1) Run the Fujitsu DL Series Printer Driver Package program again.
	     (2) Obtain the latest printer driver from Support & Downloads of the Fujitsu Isotec web site.
	      http://jp.fujitsu.com/group/fit/en/
	      ** The above address was the URL at the time when this manual was written.
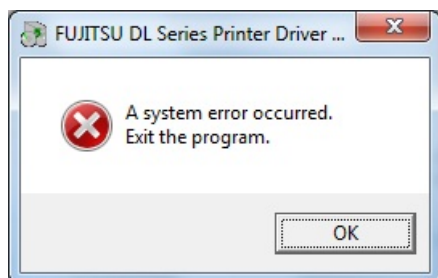
FUJITSU DL Series Printer Driver ... [×] ❌ A system error occurred. Exit the program. [OK]	*Cause:* A system error occurred. *Measure:* Run the FUJITSU DL Series Software Setup or FUJITSU DL Series Printer Driver Package again.

Printer Driver Installation Guide

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