

# **Printer Driver Instruction Manual**

*~ For Windows 7, 10 ~*

## **CITIZEN CZ-01**

August 8, 2019 Ver.0.3.0.0

**CITIZEN SYSTEMS JAPAN CO., LTD.**

- Safety precautions

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

- Modifications

To ensure product safety, modification of the CITIZEN CZ-01 printer and CITIZEN CZ-01 printer driver is prohibited.

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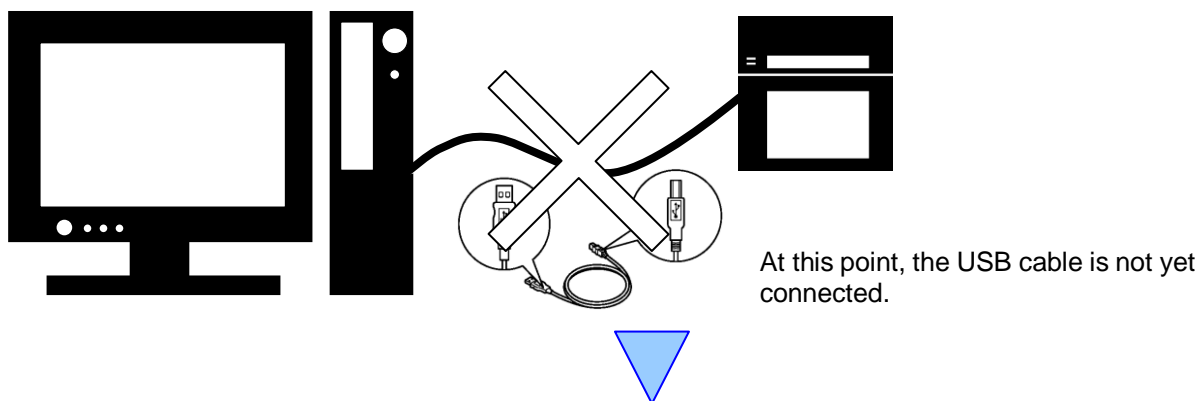
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# Chapter 1 Installation

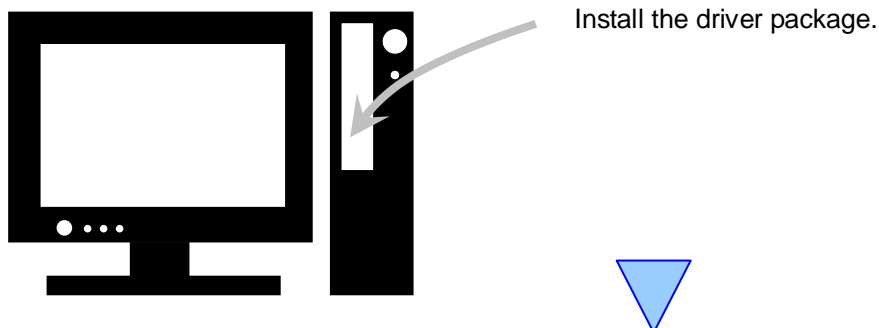
## Installation procedure

The installation procedure is made up of three steps.  
The details of each step are explained below.

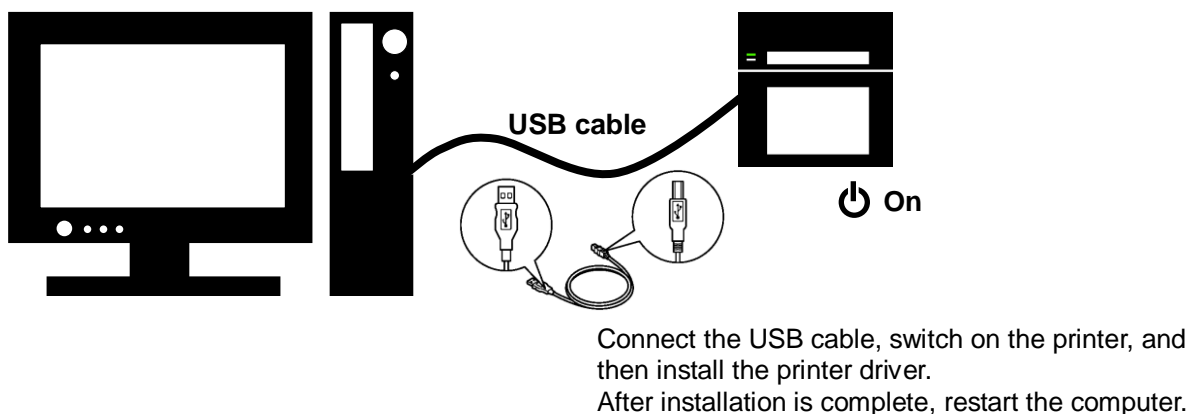
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Step 3 Install the printer driver → “1.3 Install the printer driver”



## 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 folders.

Driver package folder\CITIZEN CZ-01\_Driver

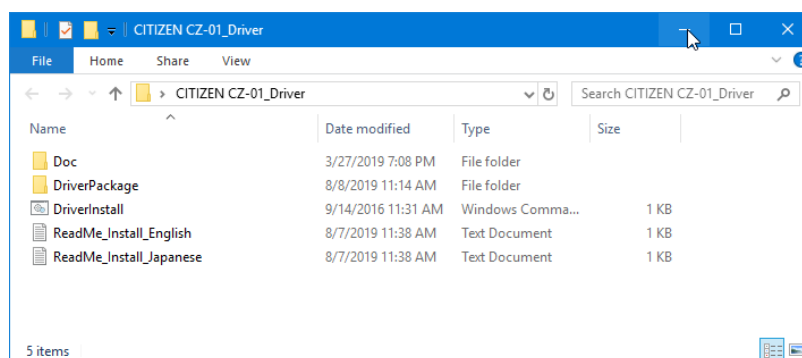


Figure 1.2.1 Driver Package folder

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

The driver package installer appropriate for your operating system (32-bit or 64-bit) is selected automatically.

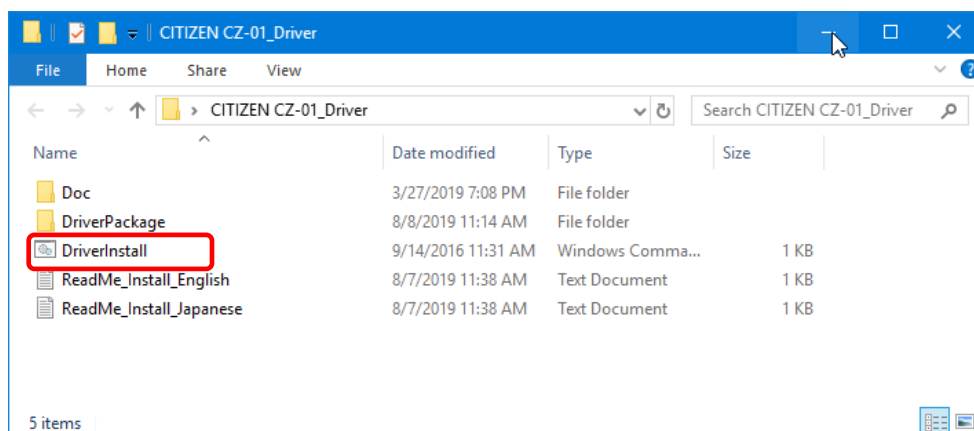


Figure 1.2.2 Installation file

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”.

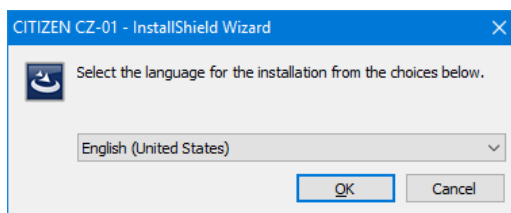


Figure 1.2.3 Language selection screen

Click “Next >” when the Installation Wizard screen appears.



Figure 1.2.4 Installation Wizard start screen

Click “Install” when the installation is ready.

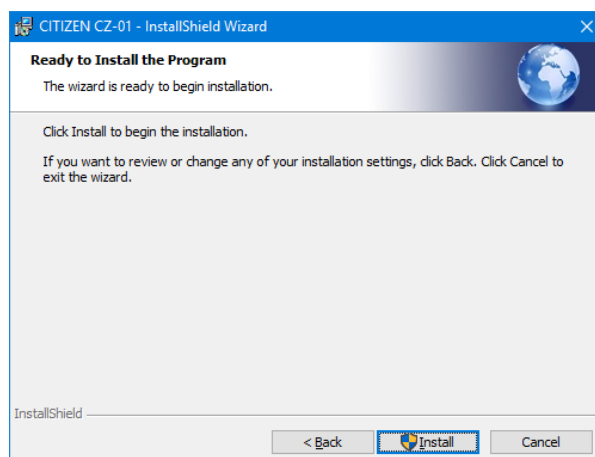


Figure 1.2.5 Installation start confirmation screen

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

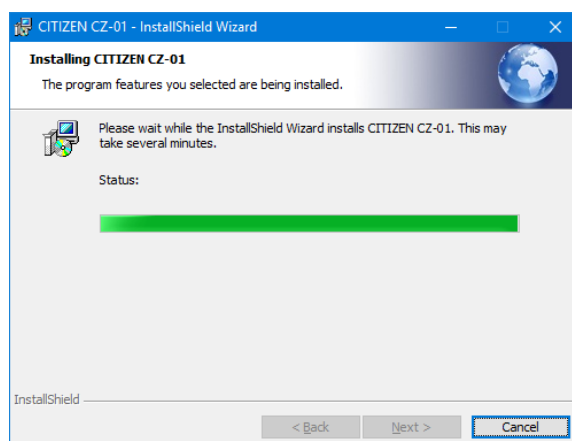


Figure 1.2.6 Installation status screen

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

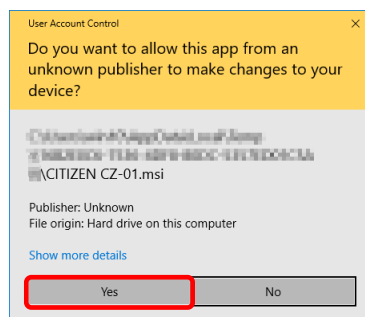


Figure 1.2.7 User Account Control

Click “Install” when the Windows Security confirmation display appears.

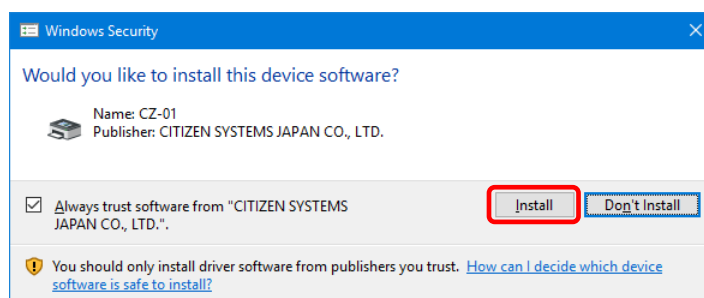


Figure 1.2.8 Windows Security confirmation

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

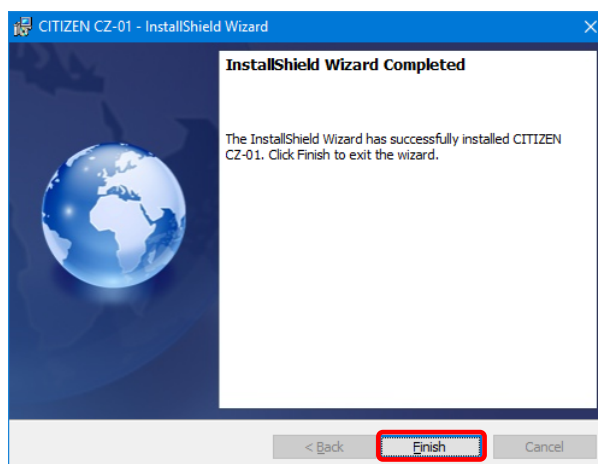


Figure 1.2.9 Finish of Installation Wizard



## 1.3 Install the printer driver

Use the USB cable to connect the printer and computer, and then switch on the power of the CITIZEN CZ-01 printer. After the printer is recognized, installation of the driver starts.

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

In Windows 7, if driver installation starts, the following message appears in the taskbar: "Installing device driver software".

In Windows 10, this message does not appear. Proceed to page 8.

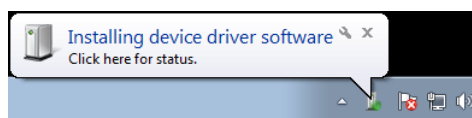


Figure 1.3.1 Driver installation message

If you click on this message, the Install driver software screen appears and displays the installation status of the driver. If Close is clicked, this screen closes.

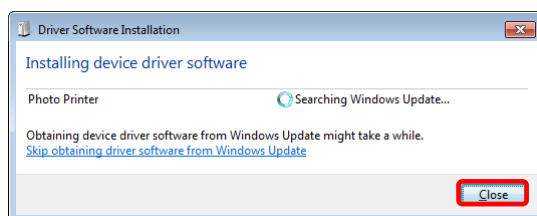


Figure 1.3.2 Installing the driver software

\*About the "Skip obtaining driver software from Windows Update" option

If your operating system is configured to obtain driver software from Windows Update, it may take time for installation to complete because the process searches for drivers from Windows Update first. You can reduce the time until the completion of installation by choosing to skip obtaining driver software from Windows Update. (Depending on your operating system, it may take some time until installation is complete.)

From the Driver Software Installation dialog box, click "Skip obtaining driver software from Windows Update".

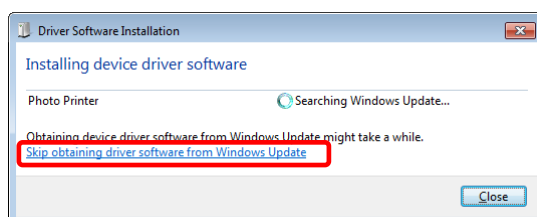


Figure 1.3.3 Option to skip obtaining driver software from Windows Update

A confirmation dialog box appears. Click “Yes”.

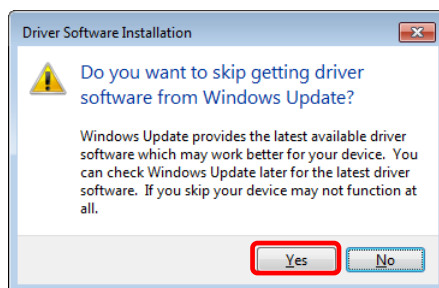


Figure 1.3.4 Confirmation to skip getting driver software from Windows Update

Soon after installation starts, a message appears in the taskbar stating “Your device is ready to use”, and then printer driver installation finishes.

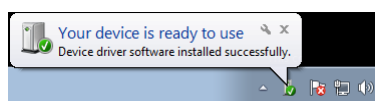


Figure 1.3.5 Installation complete message

If you click on the message, the Driver Software Installation dialog appears, and the “Your device is ready to use” message appears. Click “Close”.

(If the Driver Software Installation screen is open when installation starts, the abovementioned taskbar message is not displayed.)

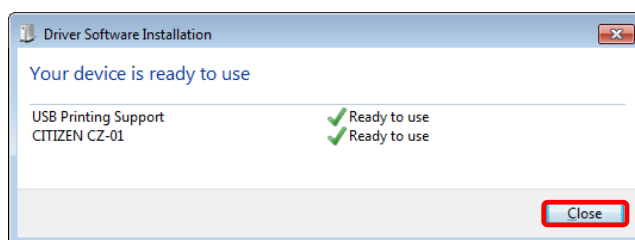


Figure 1.3.6 Completion of driver software installation

Click “Start”, and then click “Windows System” -> “Control Panel” to open the Control Panel.  
 In Windows 7, click “Start”, and then click “Control Panel” to open the Control Panel.  
 In Control Panel, click “View devices and printers”.

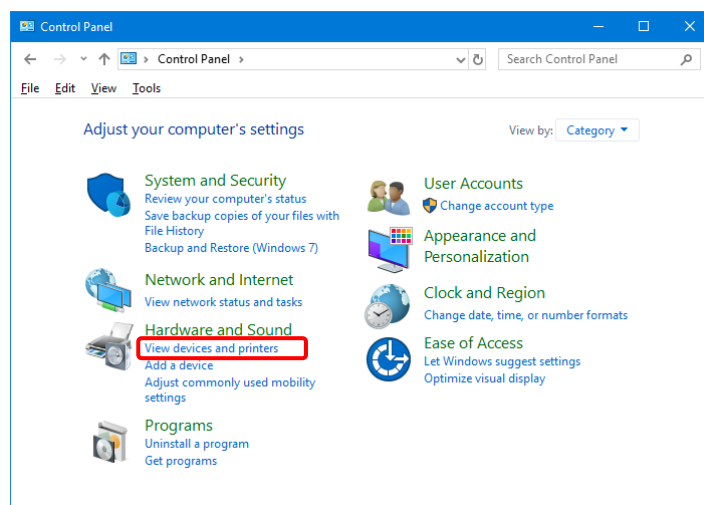


Figure 1.3.7 Control Panel

In Devices and Printers, make sure that “CITIZEN CZ-01” is present.  
 Note: In Windows 10, when the printer is offline (the printer is not on and connected), the CITIZEN CZ-01 icon is not displayed.  
 This completes installation of the printer driver.

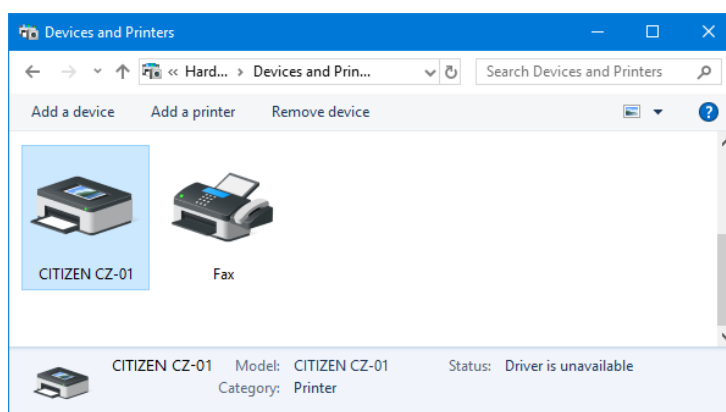


Figure 1.3.8 Devices and Printers screen

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

In Windows 7, when the CITIZEN CZ-01 printer driver could not be installed correctly, the following message appears in the taskbar: "Device driver software was not successfully installed".

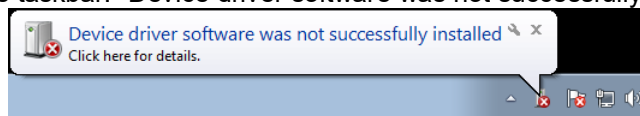


Figure 1.3.9 Message indicating that the driver was not installed

If you click on this message, the Install driver software screen appears and displays the message "Device driver software was not successfully installed". Click "Close".

(If the Driver Software Installation screen is open when installation starts, the abovementioned taskbar message is not displayed.)

When the driver could not be installed correctly, see the next section, 1.4, "Install drivers for unspecified devices", and then install the printer driver.

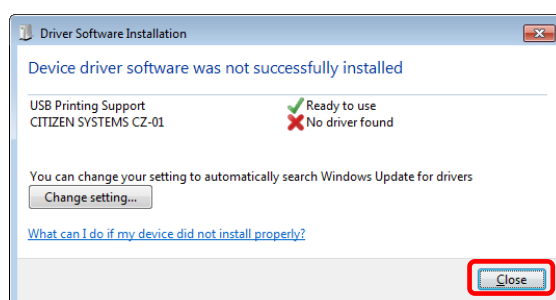


Figure 1.3.10 When the driver was not installed correctly

## 1.4 Install drivers for unspecified devices

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.

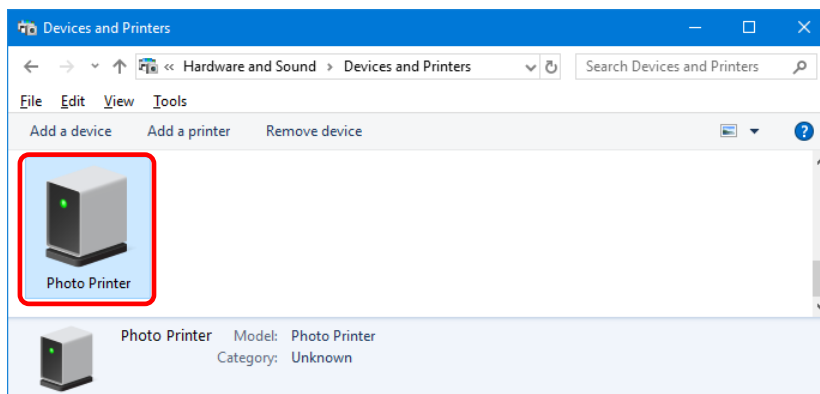


Figure 1.4.1 Photo Printer under Unspecified

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

After installing the driver package, the driver installation procedure for an “Unspecified” device is different for Windows 7 and Windows 10.

For Windows 10, refer to page 11.

For Windows 7, refer to page 12.

In Windows 10:

1. Right-click “Photo Printer” of the “Unspecified” device in “Devices and Printers”, and click “Remove device” from the pull-down menu.

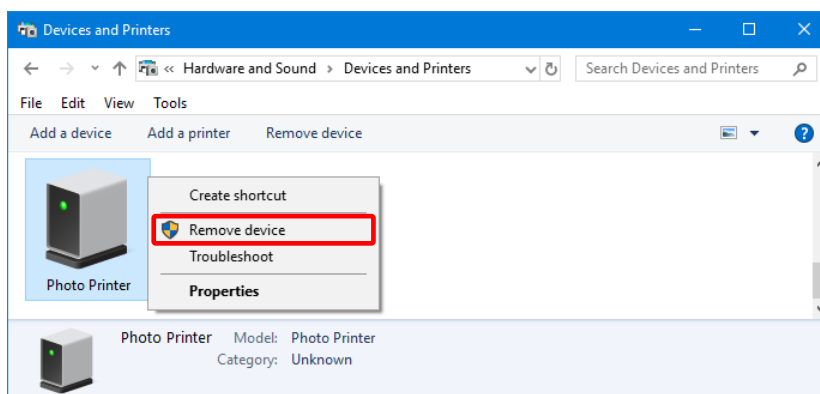


Figure 1.4.2 Delete “Photo Printer”

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 Devices and Printers, make sure that “CITIZEN CZ-01” is present.

Note: When the printer is offline (the printer is not on and connected), the CITIZEN CZ-01 icon is not displayed.

This completes installation of the printer driver.

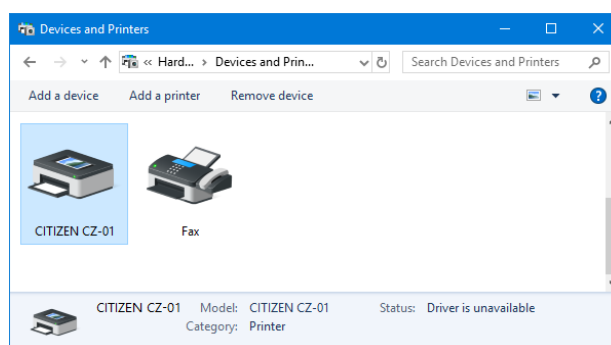


Figure 1.4.3 Devices and Printers screen

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

In Windows 7:

In Devices and Printers, under Unspecified, right click on “Photo Printer”. From the menu, click “Troubleshoot”.

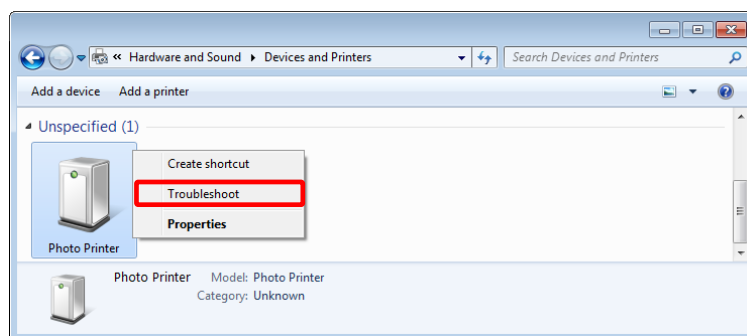


Figure 1.4.4 Photo Printer under Unspecified

The Install a driver for this device screen appears. Click “Apply this fix”. The computer searches for a driver automatically, and then installs it.

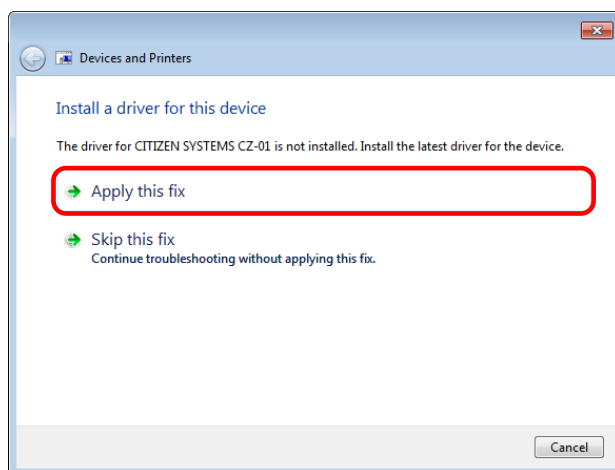


Figure 1.4.5 Applying a fix

If the driver is installed, the message “Troubleshooting has completed” appears. Click “Close the troubleshooter” to close the troubleshooting window.

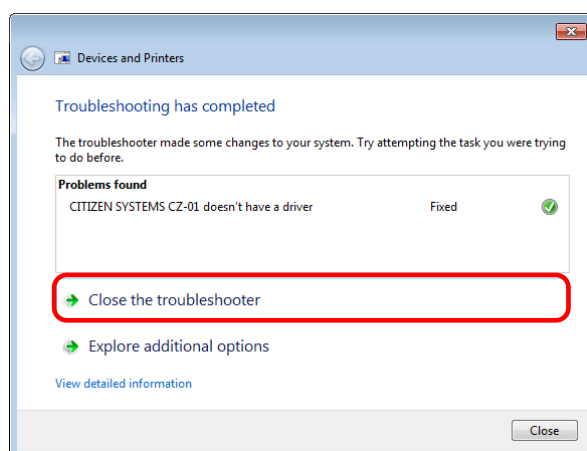


Figure 1.4.6 Completing troubleshooting

In Devices and Printers, make sure that “CITIZEN CZ-01” is present. This completes installation of the printer driver.

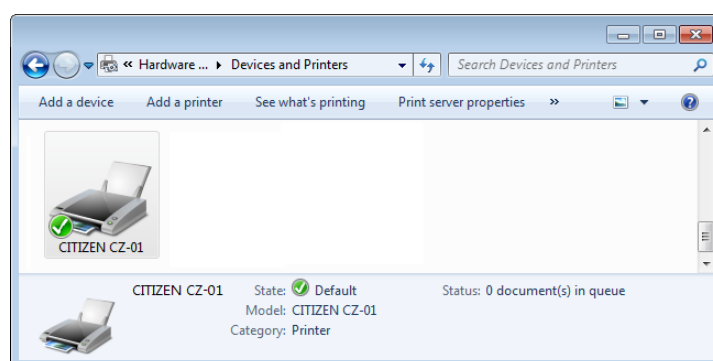


Figure 1.4.7 Devices and Printers screen

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

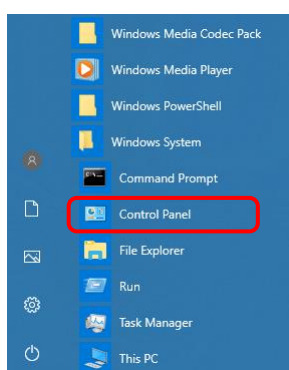


## Chapter 2 Properties

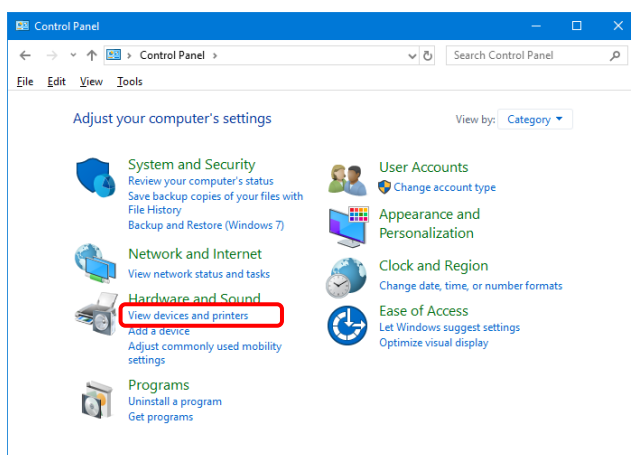
You can configure various printer settings from the Properties of the driver. Make sure you understand the contents well before changing settings. To use the properties, log in as an administrator. Depending on the application you are using, you must perform this operation from the print settings of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

### 2.1 Open the printer properties

1. Click "Start", and then "Windows System" -> "Control Panel" -> start "Control Panel"  
In Windows 7, click "Start" -> "Control Panel" -> start "Control Panel"

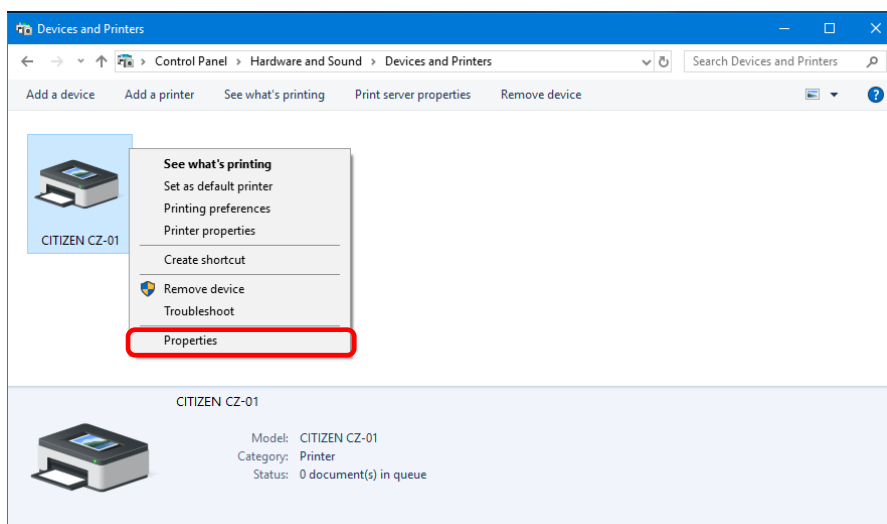


2. From the Control Panel, click "View devices and printers" to open the Devices and Printers

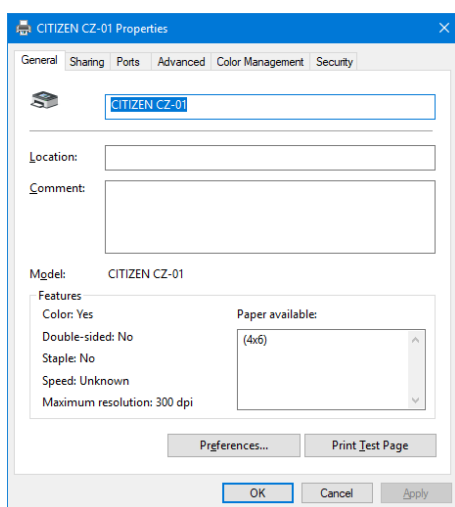


3. Right click “CITIZEN CZ-01” icon. From the menu, click “Printer Properties” to open the Properties dialog box.

Note: In Windows 10, when the printer is offline (the printer is not on and connected), the CITIZEN CZ-01 icon is not displayed.



4. The CITIZEN CZ-01 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

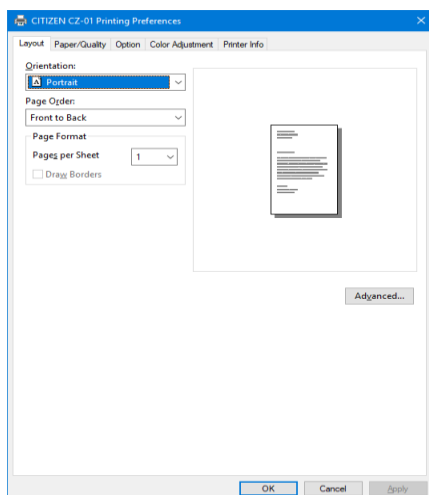


Figure 2.2.1 Layout tab

#### Orientation

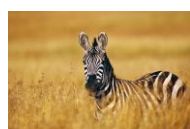
Set the print orientation to “Portrait” or “Landscape”.  
For details, refer to “2.6 Orientation”.

#### Page Order

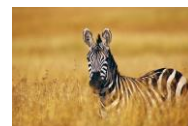
In the application, specify the order when multiple copies of an image are printed.

Example) Print order

**Front to Back**



**Back to Front**



#### Page Format

##### **Pages per Sheet**

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

Example) Division size

1 division



4 divisions



9 division



## 2.2.2 Advanced options

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

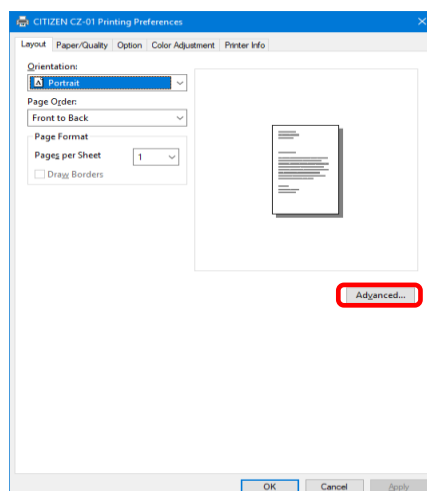


Figure 2.2.2.1 Advanced settings

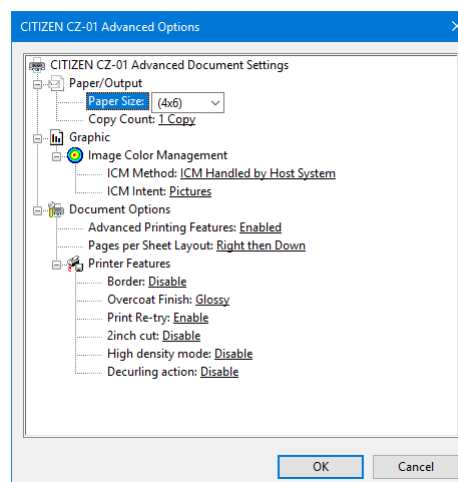


Figure 2.2.2.2 Advanced options tab

## 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 4x6.

Loaded media size	Specifiable paper size
4x6(*1)	4x4, [4x6]
4.5x8(*2)	4.5x4.5, [4.5x8]

The paper size in square brackets [ ] is the default paper size for the loaded media.

\*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.

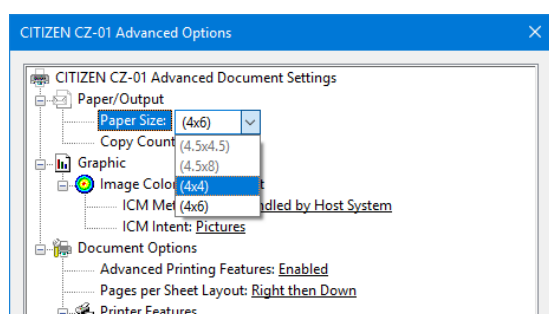


Figure 2.2.2.3 Incompatibility media size (Gray out indication)

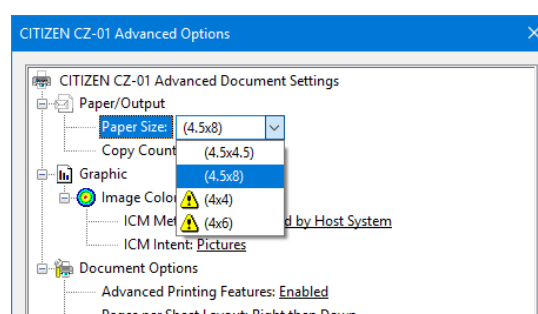


Figure 2.2.2.4 Incompatibility media size (Warning indication)

**Copy Count**

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

**Graphic****ICM Method**

ICM Method	Function
<b>ICM Disabled</b>	Synchronized with "Color Adjustment Disabled" in the 2.2.4 Option.
<b>ICM Handled by Host System</b>	Synchronized with "Color Adjustment ICM" in the 2.2.4 Option. Manage colors using the driver.
<b>ICM Handled by Printer</b>	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 Enable. 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 two types.

Overcoat Finish	Function
<b>Glossy</b>	Create an item with a glossy finish.
<b>Matte</b>	Create an item with a matte finish.

**Print Re-try**

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

Print Re-try	Function
<b>Disable</b>	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.
<b>Enable</b>	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 printer error, print data in the print buffer will be 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		
Top Door open		
No trash 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 · USB power supply voltage 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.	

**2inch cut**

Specify whether to cut paper into multiple sheets with a 2-inch length when you use a specified paper size.

2inch cut	Function
<b>Disable</b>	Cut at the normal size.
<b>Enable</b>	Cut at 2-inch lengths so that the 4 x 6 size becomes three sheets and the 4.5 x 8 size becomes four sheets.

**High density mode**

Enables or disables high density mode.

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

\* 1: Printing time takes longer than printing with normal density.

**Decurling action**

Set the decurling action.

Decurling action	Function
<b>Disable</b>	Does not execute the decurling action.
<b>Enable</b>	The decurling action is performed.

## 2.2.3 Paper/Quality

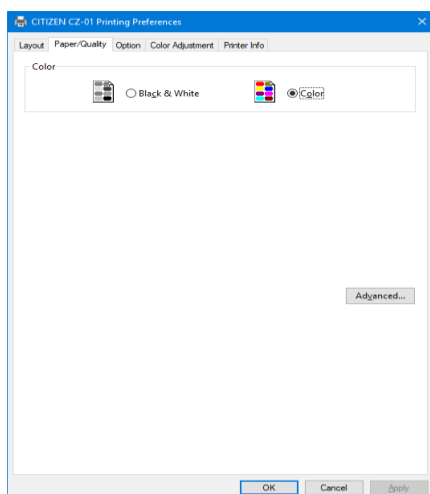


Figure 2.2.3 Paper/Quality tab

### Color

Set Color. Do not use black and white.

## 2.2.4 Option

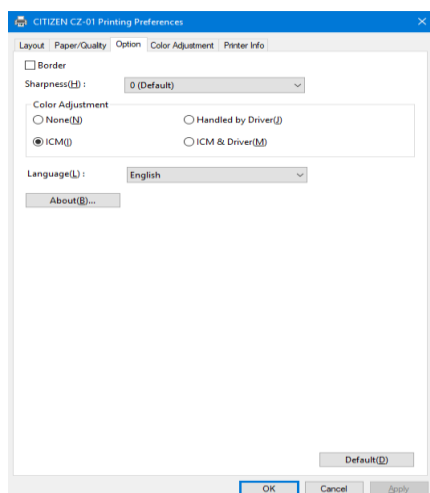


Fig 2.2.4.1 Option tab

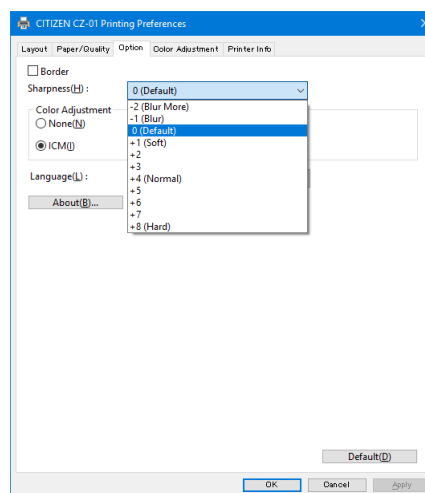


Fig 2.2.4.2 Sharpness setting

### 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: Advanced options-Printer functions, 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)
  - 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	Meiryo / Yu Gothic UI <Windows10>
English (US)	Segoe UI
French (France)	Segoe UI
German (Germany)	Segoe UI
Russian (Russia)	Segoe UI
Spanish (Spain)	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.

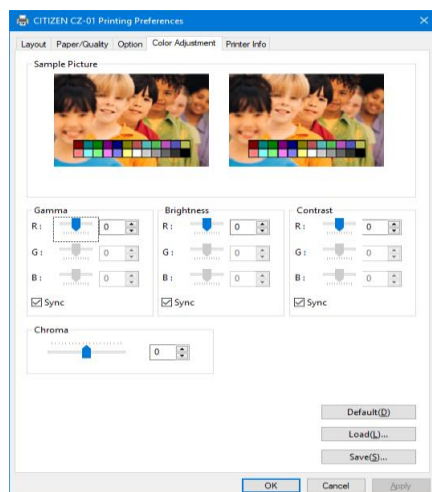


Fig 2.2.5 Color Adjustment tab

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

Adjustment item	Adjustment value
<b>Gamma</b>	-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.
<b>Brightness</b>	-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.
<b>Contrast</b>	-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.
<b>Chroma</b>	-100 (weak) to 100 (strong) ("0" results in no adjustment) Adjust the chroma of the image.

## 2.2.6 Printer information

View the printer information.

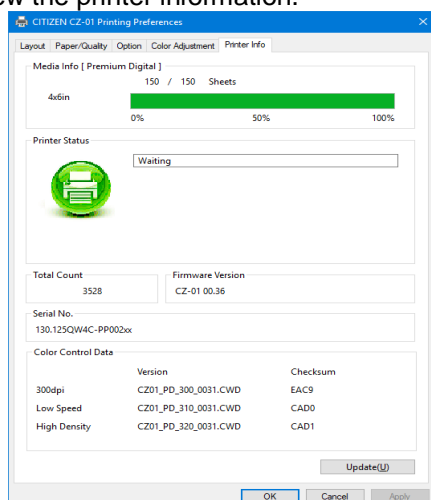


Fig 2.2.6.1 Printer Information tab

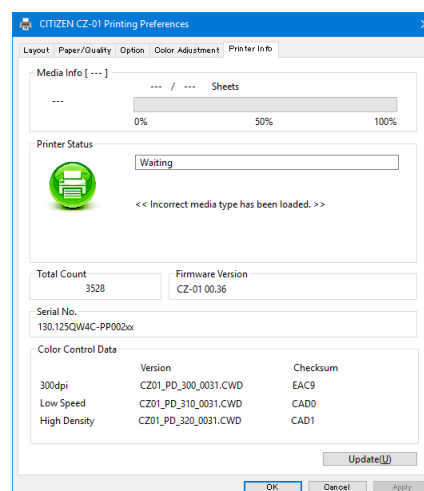
























Figure 2.2.6.2 Display when incorrect media is loaded

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

Display item	Display details																		
Media Info	<p>This area shows, for example, the class, the size, and the remaining number of printable sheets for the ribbon media in the printer.</p> <p>* Media information is not displayed when a media type not supported by the printer has been loaded. (Figure 2.2.6.2)</p>																		
Printer Status	<p>Displays the status of the printer using icons and characters.</p> <table><tr><th>Display icon (Color)</th><th>Display characters</th><th>Status/Response</th></tr><tr><td> (Green)</td><td>Waiting</td><td>Printing is possible.</td></tr><tr><td> (Blue)</td><td>Printing</td><td>The printer is printing.</td></tr><tr><td> (Yellow)</td><td>Top door open</td><td>Top door is open. Close the top door.</td></tr><tr><td> (Yellow)</td><td>Ribbon end</td><td>No ribbon remains. Load new media. (Replace the paper and ribbon as a set.)</td></tr><tr><td> (Yellow)</td><td>Paper end</td><td>No paper remains. Load new media. (Replace the paper and ribbon as a set.)</td></tr></table>	Display icon (Color)	Display characters	Status/Response	 (Green)	Waiting	Printing is possible.	 (Blue)	Printing	The printer is printing.	 (Yellow)	Top door open	Top door is open. Close the top 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 icon (Color)	Display characters	Status/Response																	
 (Green)	Waiting	Printing is possible.																	
 (Blue)	Printing	The printer is printing.																	
 (Yellow)	Top door open	Top door is open. Close the top 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 trash box	The trash box is being detached. Attach the trash 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 2.2.6.2)		
Total Count	Total count of printed sheets.		
Firmware Version	Version of the control program of the printer. xx.xx indicates the version. · CZ-01 xx.xx		
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

Chart 2.5 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		
Color Adjustment	Gamma		0		
	Brightness		0		
	Contrast		0		
	Chroma		0		
Advanced settings (In the Layout tab, click "Advanced...")	Paper/Output	Paper Size		Depends on printer media size (*1)	
		Copy Count		1	
	Graphic	Print Quality		High-speed	
		Image color management	ICM Method		ICM Handled by Host System
			ICM Intent		Pictures
	Document options	Advanced Printing Features		Enable	
		Pages per Sheet Layout		Right then Down	
		Printer function	Border		Disable
			Overcoat Finish		Glossy
			Print Re-try		Enable
			2inch cut		Disable
			High density mode		Disable
	Decurling Action		Disable		

\*1: For the initial values of paper sizes, see "2.2.2 Advanced options".

## 2.4 Color management

Use Color management to specify the color profile. The installer associates "SD\_CZ01\_XXXX.icc" and "PD\_CZ01\_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 "PD\_" to the profile name for Premium Digital media.

Example: Overwritten profile name

- For Digital : SD\_XXXXXXX.icc
- For Premium Digital : PD\_XXXXXXX.icc

**Step 1.** From the Printer Properties, select the Color Management tab, and then click "Color Management...".

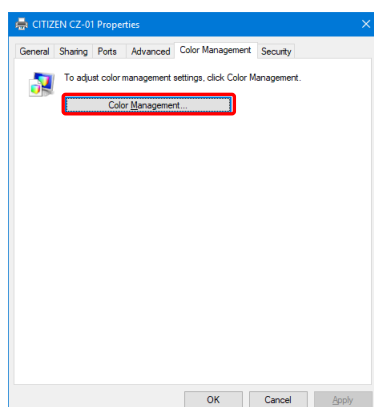


Fig 2.4.1 Color Management Tab

**Step 2.** From Device, select CITIZEN CZ-01.

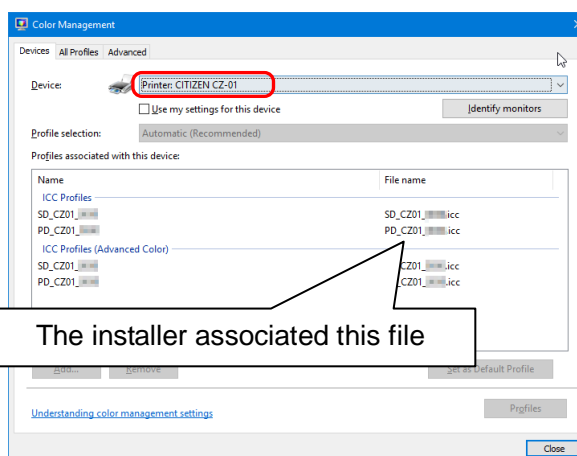


Fig 2.4.2 Color Management Window





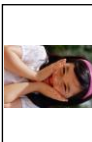





## 2.5 Print Area

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

Paper size	Print direction	Image size (width x height)		Number of image dots (width x height)
		(inch)	(mm)	300x300dpi
(4x4)	Portrait	4"x 4"	107.2 x 104.7	1266 x 1236
	Landscape	4"x 4"	104.7 x 107.2	1236 x 1266
(4x6)	Portrait	4"x 6"	107.2 x 155.5	1266 x 1836
	Landscape	6"x 4"	155.5 x 107.2	1836 x 1266
(4.5x4.5)	Portrait	4.5"x 4.5"	119.3 x 117.4	1408 x 1386
	Landscape	4.5"x 4.5"	117.4 x 119.3	1386 x 1408
(4.5x8)	Portrait	4.5" x 8"	119.3 x 206.3	1408 x 2436
	Landscape	8" x 4.5"	206.3 x 119.3	2436 x 1408

## 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	
		(4x4) (4x6) (4.5x4.5) (4.5x8)	
		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

- 1) Before updating the printer driver, close all applications. Furthermore, click on the icon of the printer to be updated in the Devices and Printers screen. At the bottom area of the screen, confirm that there are no documents in the queue, and then start update of the driver.

Note: In Windows 10, when the printer is offline (the printer is not on and connected), the CITIZEN CZ-01 icon is not displayed. Always connect the printer with the power turned on and check that there are no documents in the queue.

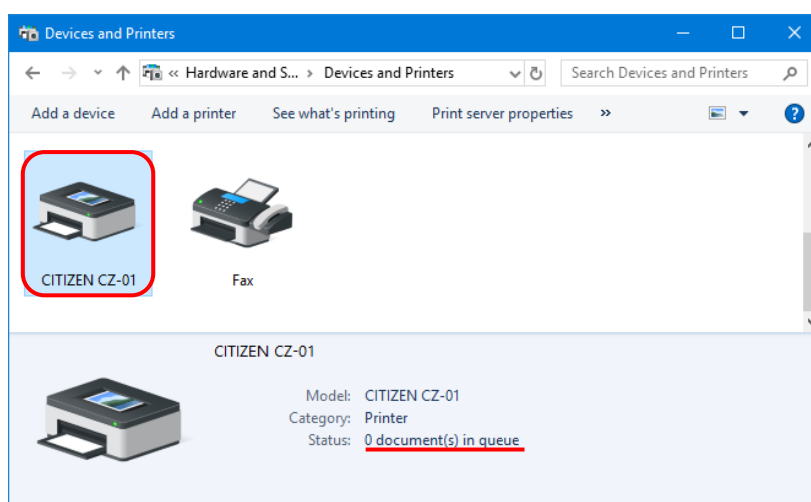


Figure 3.1 Clicking the CITIZEN CZ-01 icon at the Devices and Printers screen

## 2. Uninstall the driver package

- 1) Click "Start", and then click "Windows System" -> "Control Panel". In the Control Panel, click "Uninstall a program".  
In Windows 7, click "Start", and then click "Control Panel". In the Control Panel, click "Uninstall a program".

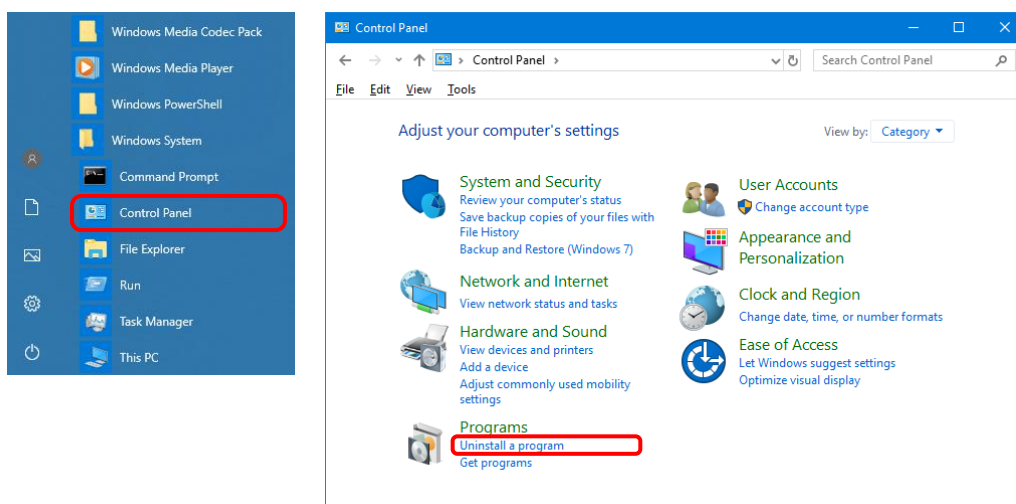


Figure 3.2 Control Panel

- 2) The Uninstall or change a program screen appears. In the list, double click "Dai Nippon Printing CITIZEN CZ-01".

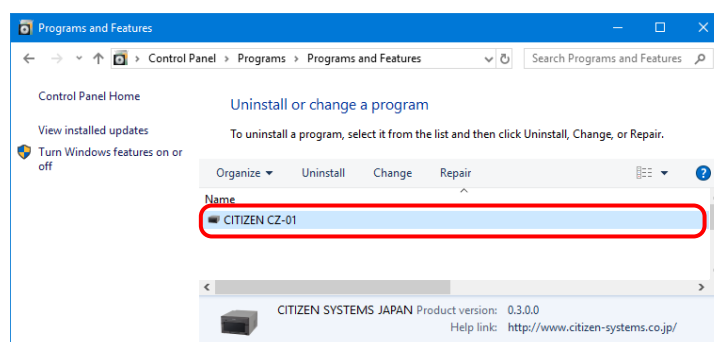


Figure 3.3 Uninstall a program

- 3) Click “Yes” when the Dai Nippon Printing CITIZEN CZ-01 uninstall confirmation windows appears. Uninstalling the driver is complete. After uninstalling the printer package, restart the computer.

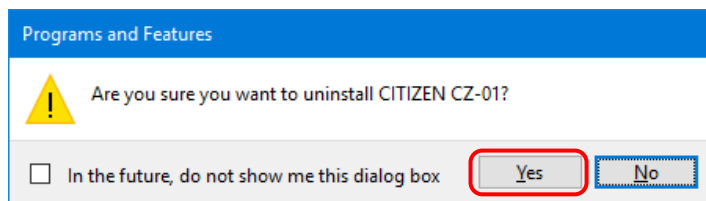


Figure 3.4 Uninstallation confirmation

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

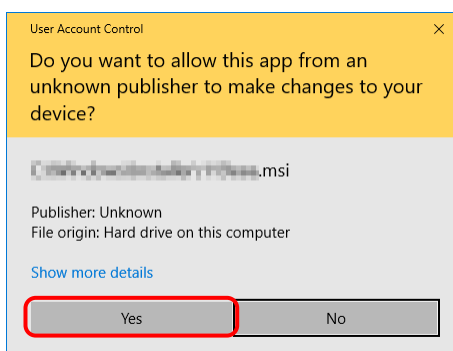


Figure 3.5 User Account Control

### 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.

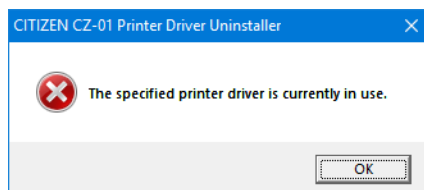


Figure 4.1 Message displayed when the driver is in use

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”, and then click “Windows System” -> “Control Panel”. In the Control Panel, click “View devices and printers”.

In Windows 7, Click “Start”, and then click “Control Panel”. In the Control Panel, click “View devices and printers”.

From the Devices and Printers screen, right click the CITIZEN CZ-01 printer. From the menu, click “Remove device”.

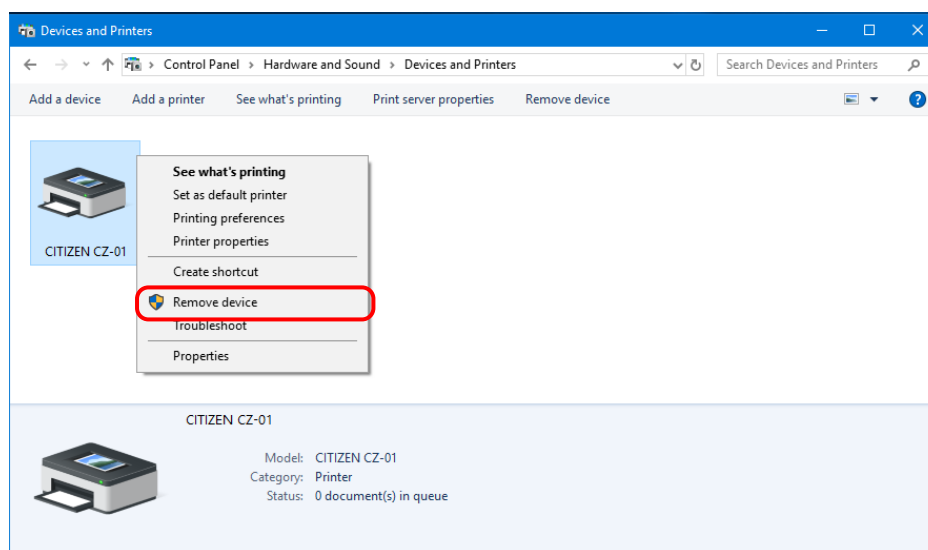


Figure 4.2.1 Right clicking CITIZEN CZ-01 in the Devices and Printers screen

In Windows 10, when the printer is offline (the printer is not on and connected), the CITIZEN CZ-01 icon is not displayed. In such cases, use the following procedure to delete the device.

- (i) On an empty area in the Devices and Printers screen, right click, and then select “Device Manager”.

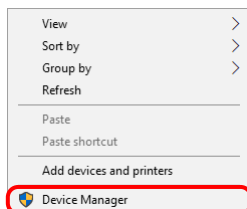


Figure 4.2.2.i Right clicking on an empty area in the Devices and Printers screen

- (ii) Click View, and then select “Show hidden devices”.

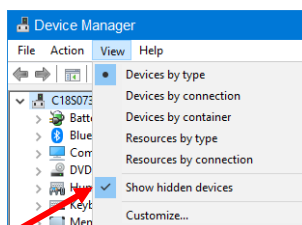


Figure 4.2.2.ii Displaying the View menu for hidden devices

- (iii) Under Printers, right click CITIZEN CZ-01, and then select “Uninstall device”.

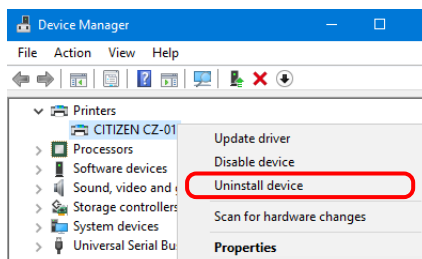


Figure 4.2.2.iii Displaying the menu to delete CITIZEN CZ-01

- (iv) At the Confirm Device Uninstall screen, click “Uninstall”.

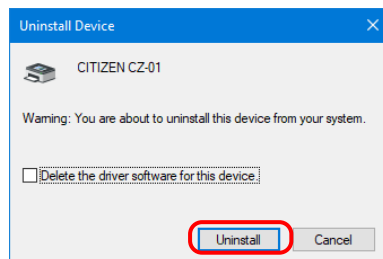


Figure 4.2.2.iv Confirm Device Uninstall screen

- 2) The printer deletion confirmation dialog box appears. Click “Yes”.

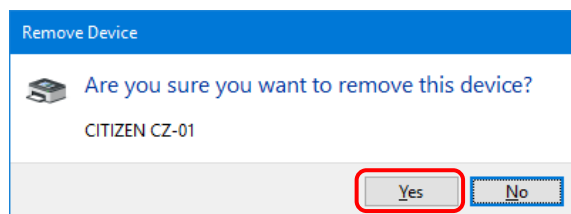


Figure 4.2.3 Printer deletion confirmation dialog box

- 3) After deleting the CITIZEN CZ-01 printer, select another printer (for example, Fax), and then click “Print Server Properties” in the menu bar.

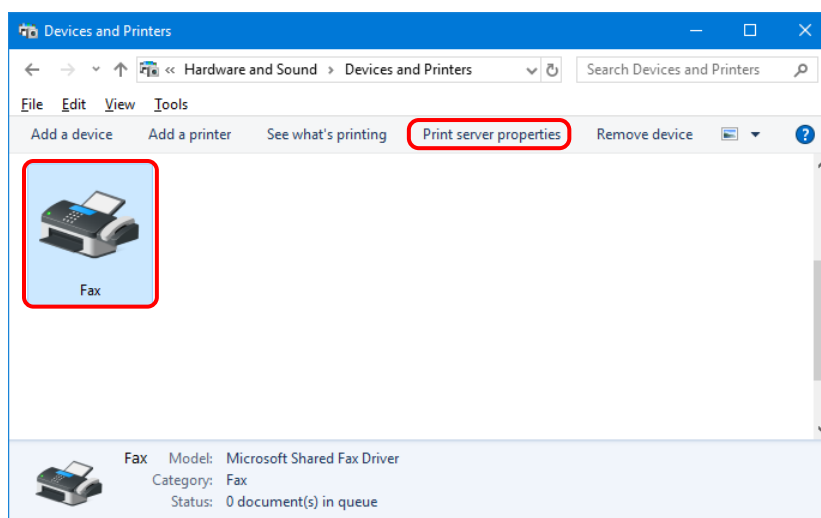


Figure 4.2.4 Displaying the Print Server Properties menu in the Devices and Printers screen

- 4) The Print Server Properties dialog box appears. Click the Drivers tab. From the installed printer driver list, select CITIZEN CZ-01, and then click “Remove...”.

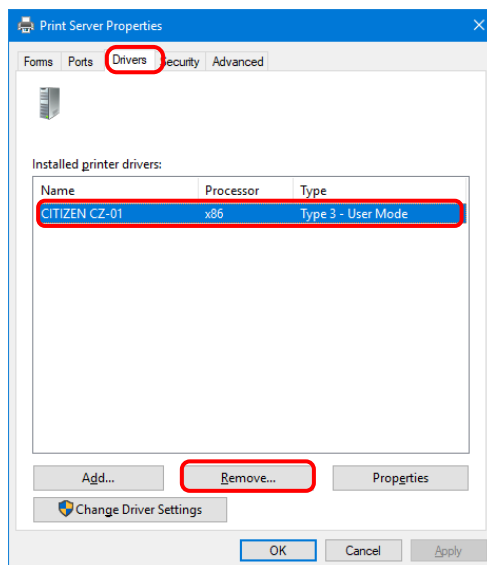


Figure 4.2.5 Printer Server Properties dialog box

- 5) The Remove Driver and Package dialog box appears. Select “Remove driver only”, and then click “OK”.

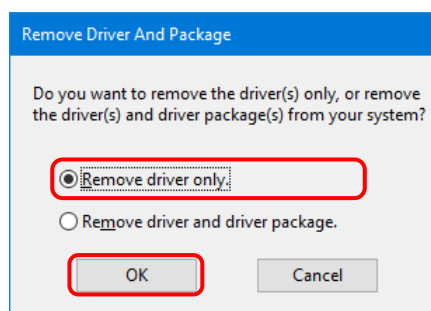


Figure 4.2.6 Remove Driver And Package dialog box



6) The Print Server Properties confirmation dialog box appears. Click “Yes”.

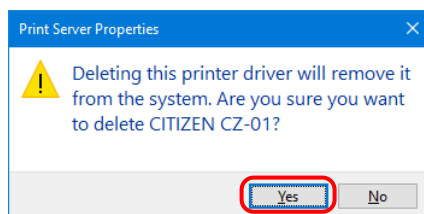


Figure 4.2.7 Driver deletion confirmation dialog box

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.

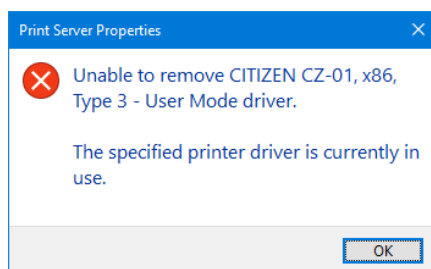


Fig 4.2.7.i Driver in use

7) In the Print Server Properties dialog box, confirm that CITIZEN CZ-01 was deleted, and then click “Close”.

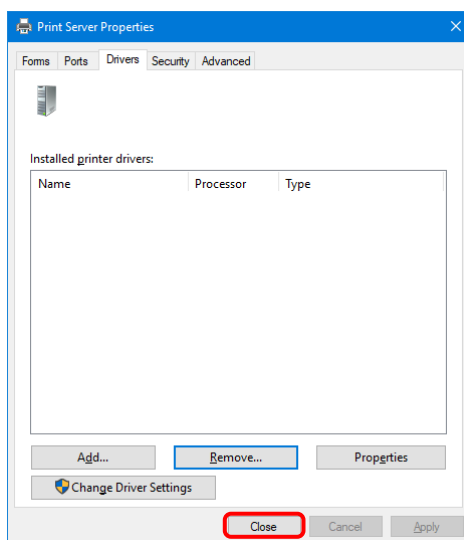


Figure 4.2.8 Print Server Properties

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