Printer Driver Instruction Manual

~ For Windows 11 ~

FUJIFILM
THERMAL PHOTO PRINTER
ASK-400

February 13, 2024 Ver.1.0.0.2

FUJIFILM Corporation

● 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 ASK-400 printer and ASK-400 printer driver is prohibited.

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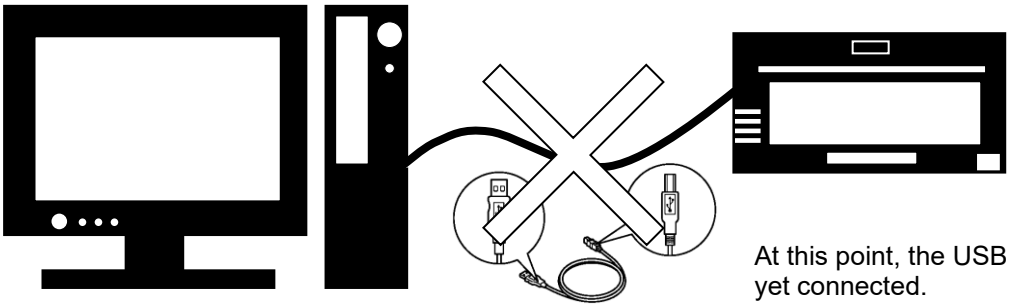
Chapter 1 Installation

Installation procedure

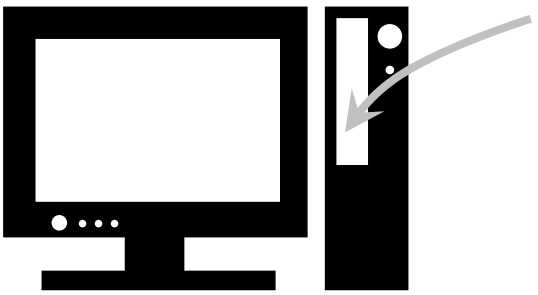
The installation procedure is made up of three steps.
The details of each step are explained below.

Step 1 Prepare the printer and computer → “1.1 Prepare the printer and computer”



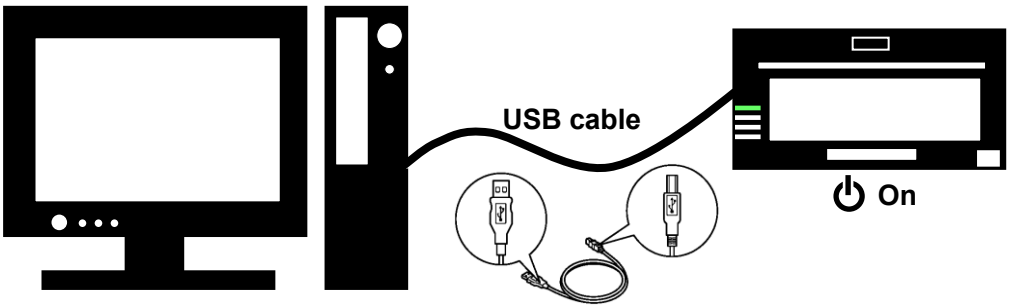
At this point, the USB cable is not yet connected.

Step 2 Install the driver package → “1.2 Install the driver package”



Install the driver package.

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



Connect the USB cable, switch on the printer, and then install the printer driver.
After installation is complete, restart the computer.

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\FUJIFILM ASK-400_Driver

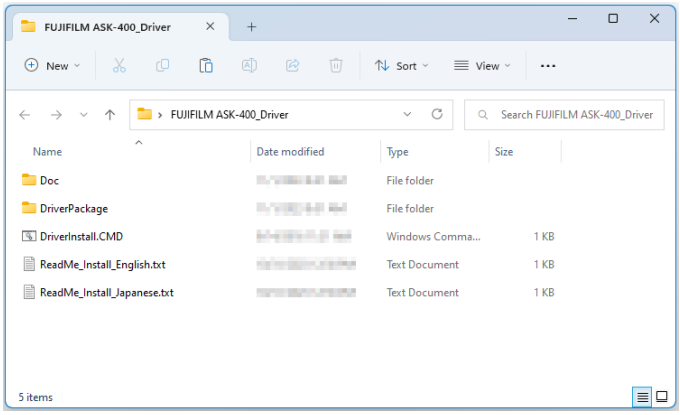


Figure 1.2.1 Driver Package folder

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

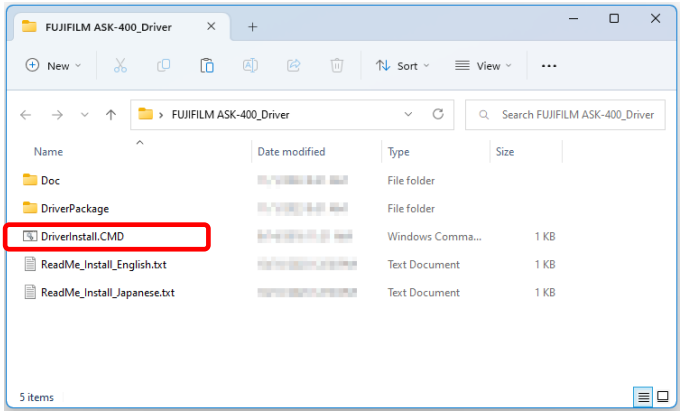


Figure 1.2.2 Installation file

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

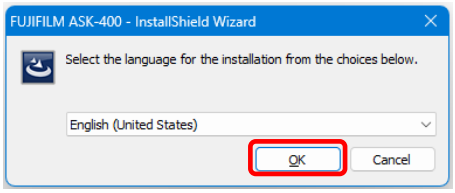


Figure 1.2.3 Language selection screen

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

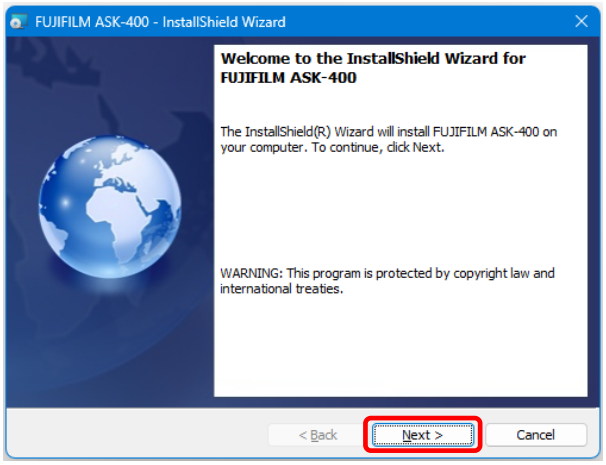


Figure 1.2.4 Installation Wizard start screen

Click “Install” when the installation is ready.

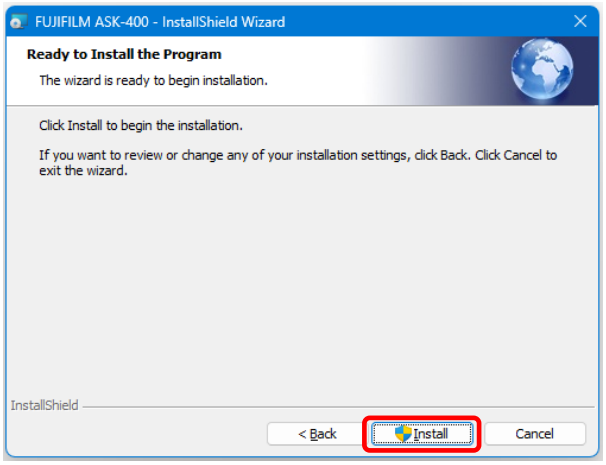


Figure 1.2.5 Installation start confirmation screen

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

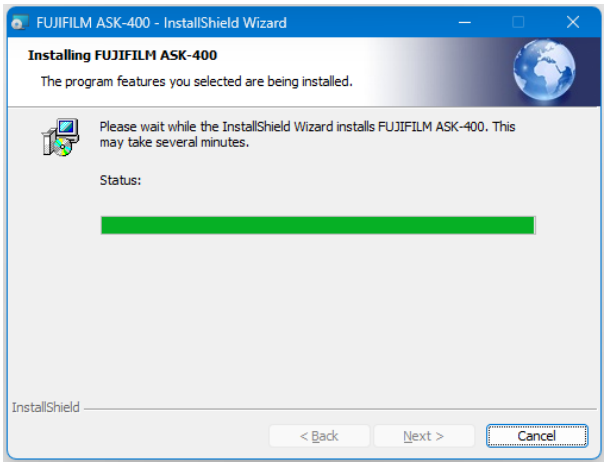


Figure 1.2.6 Installation status screen

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

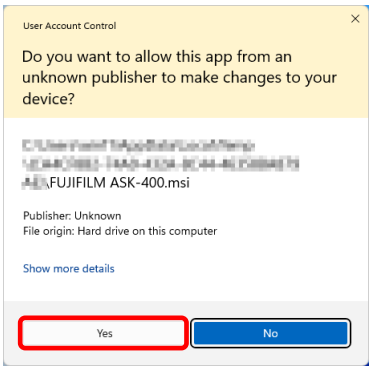


Figure 1.2.7 User Account Control

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

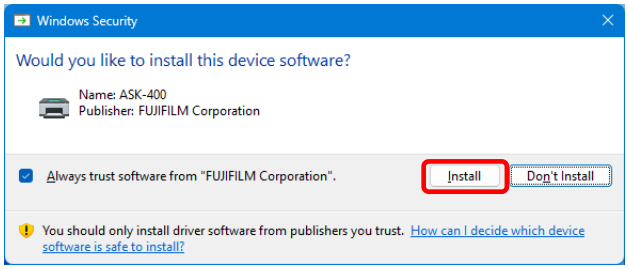


Figure 1.2.8 Windows Security confirmation

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

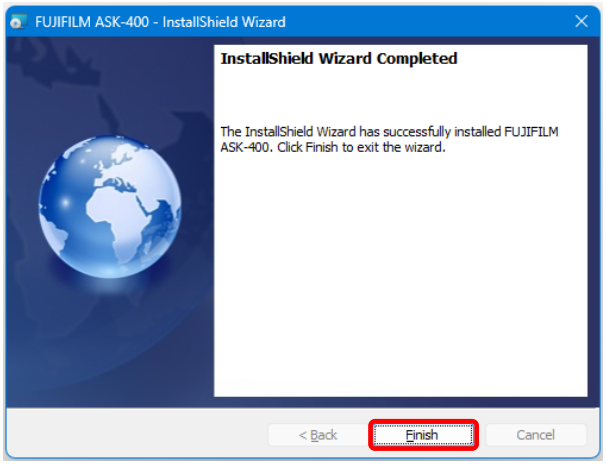


Figure 1.2.9 Finish of Installation Wizard

1.3 Install the printer driver

Use the USB cable to connect the printer and computer, and then switch on the power of the FUJIFILM ASK-400 printer. After the printer is recognized, installation of the driver starts.
*For information on the connection, refer to the User Guide of the printer.

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

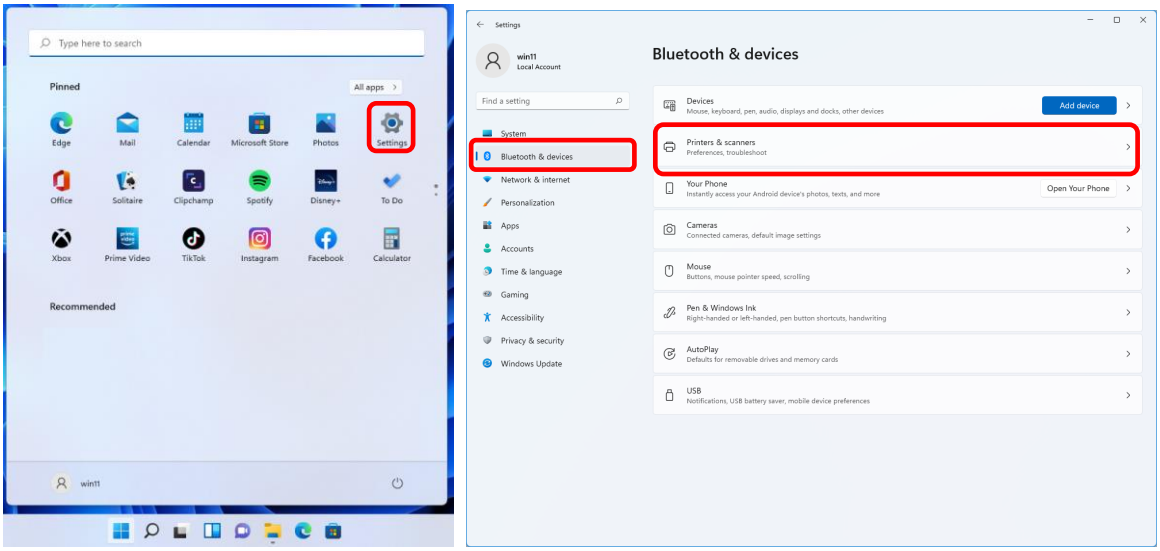


Figure 1.3.1 Bluetooth & devices

On the Printers & scanners screen, check that FUJIFILM ASK-400 appears.
This completes installation of the printer driver.

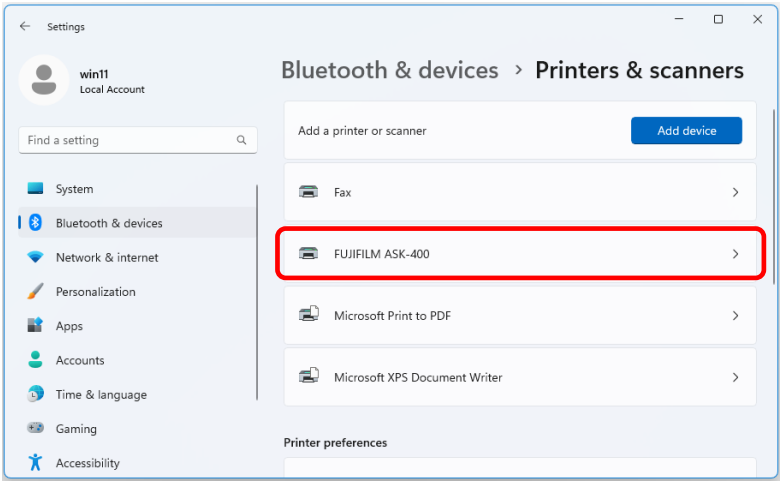


Figure 1.3.2 Printers & scanners

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

1.4 Install drivers for unspecified devices

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

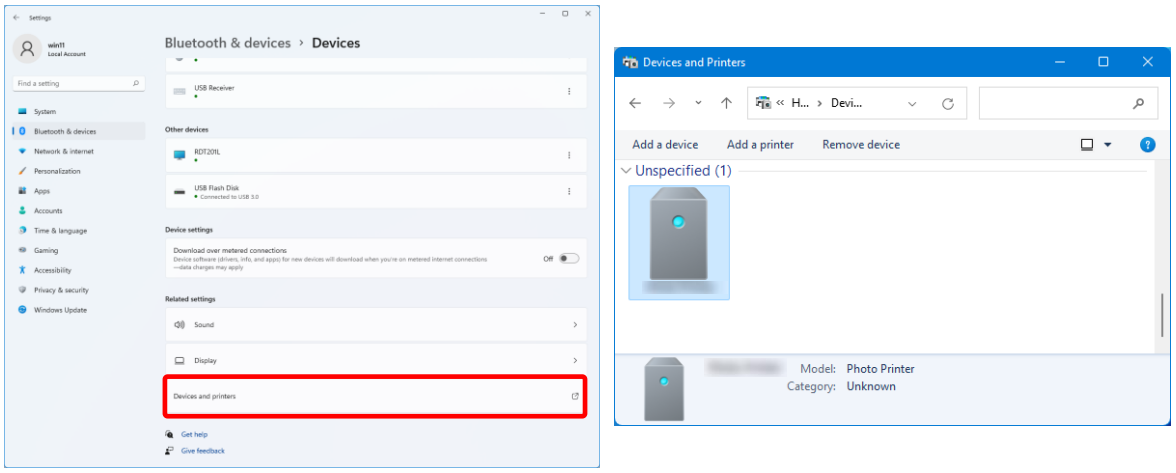


Figure 1.4.1 “FUJIFILM ASK-400” under Unspecified

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

1. Install the driver package

When the driver package has not yet been installed, install it by following the procedure in “1.2 Install the driver package”.
If you install the driver package, installation of the printer driver for the unspecified device completes it automatically.

2. Installing a driver for an unspecified device

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

1. Right-click “FUJIFILM ASK-400” of the “Unspecified” device in “Devices and printers”, and click “Remove device” from the pull-down menu.

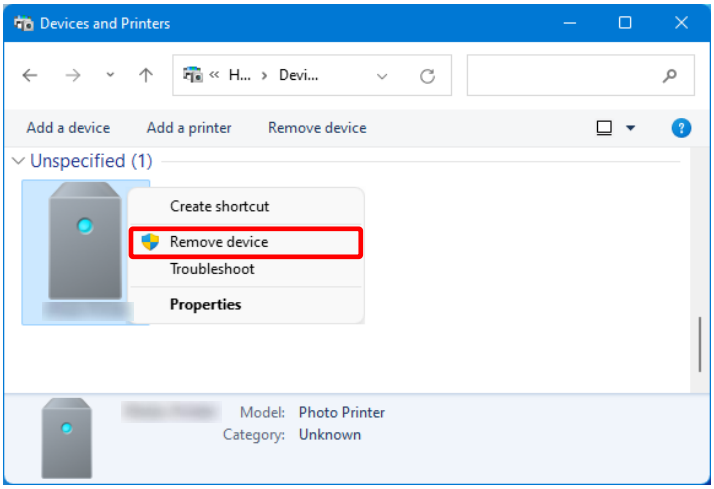


Figure 1.4.2 Delete “FUJIFILM ASK-400”

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

In Printers & scanners, make sure that “FUJIFILM ASK-400” is present.
This completes installation of the printer driver.

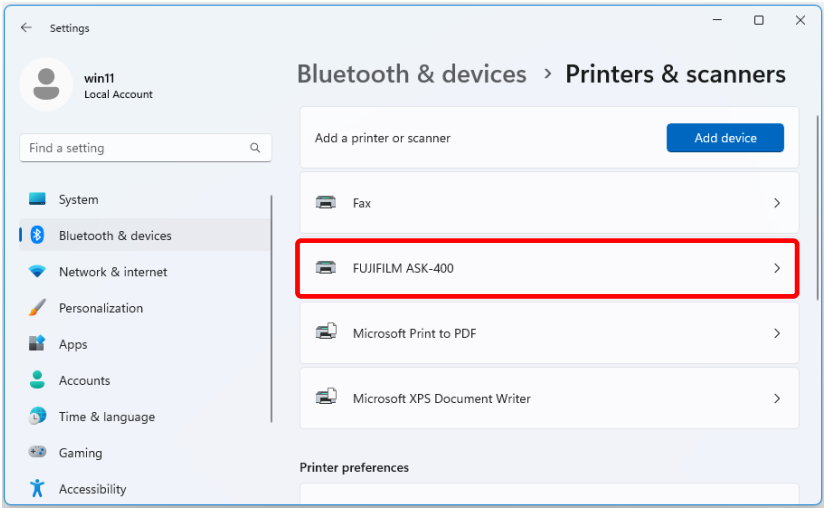


Figure 1.4.3 Printers & scanners

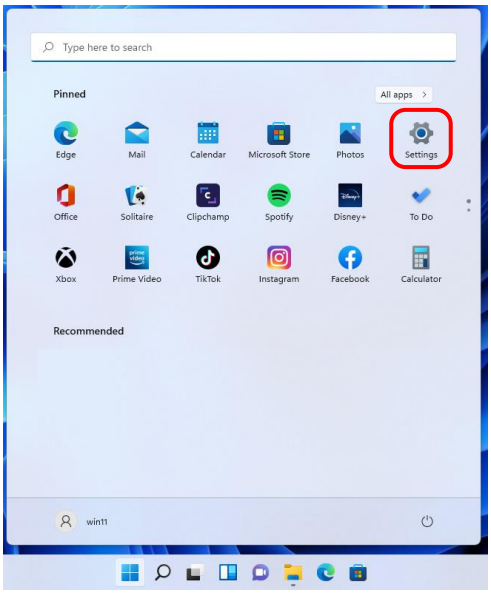
After the installation of the printer driver is complete, always restart the computer.

Chapter 2　Properties

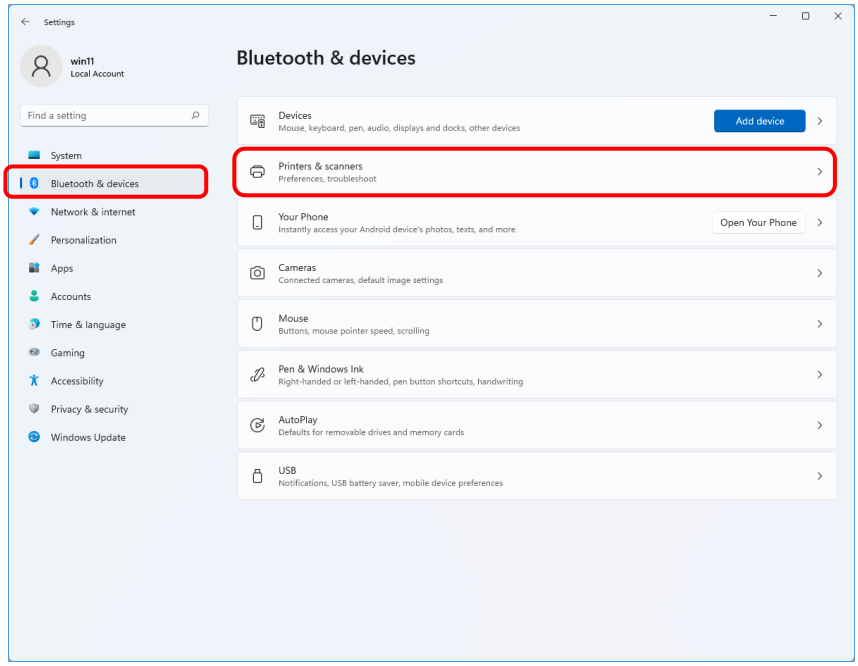
You can configure various printer settings from the Properties of the driver.　Make sure you understand the contents well before changing settings.　To use the properties, log in as an administrator.　Depending on the application you are using, you must perform this operation from the print settings of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

2.1 Open the printer properties

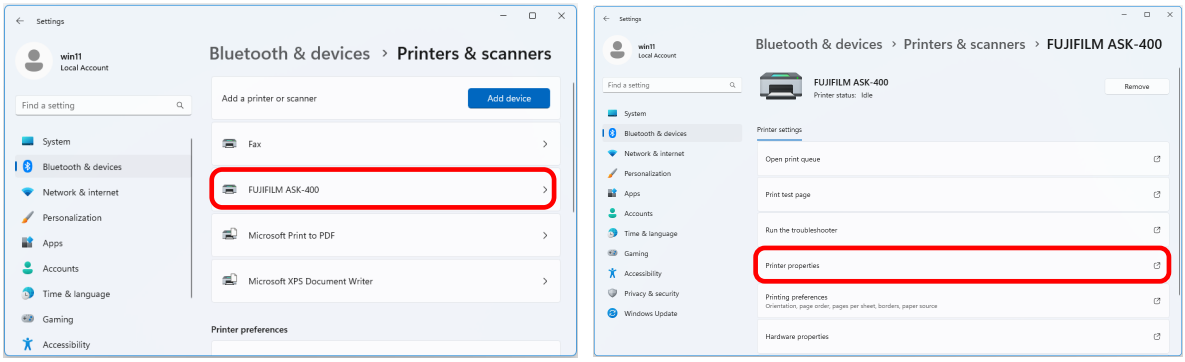
1. Click “Start”, and then select “Settings” to open the Settings screen.



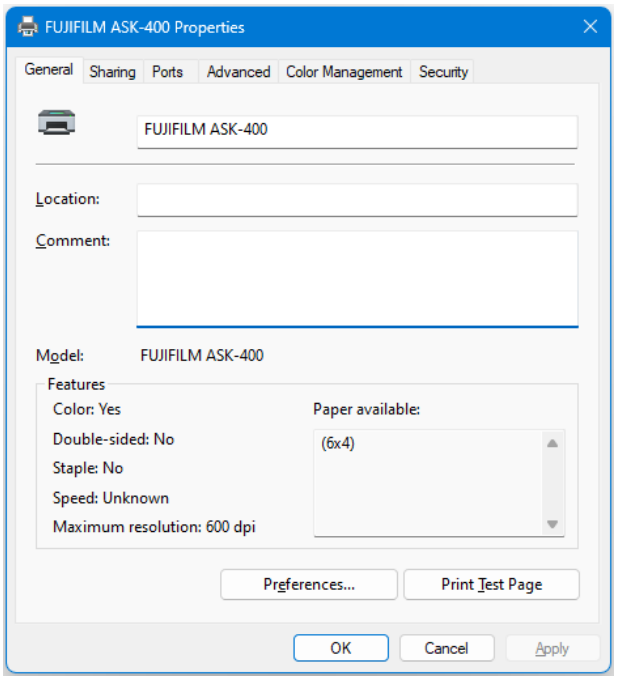
2. From the Settings screen, select “Bluetooth & devices” -> “Printers & scanners”.



3. Click “FUJIFILM ASK-400”, and then select “Printer properties” to open the Properties screen.



4. The FUJIFILM ASK-400 Properties screen appears.



2.2 Print settings functions

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

2.2.1 Layout

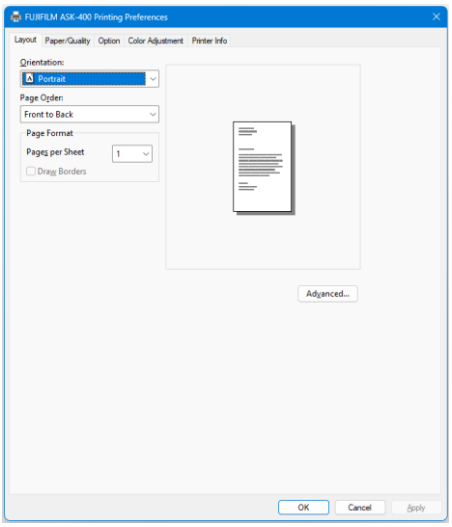


Figure 2.2.1 Layout tab

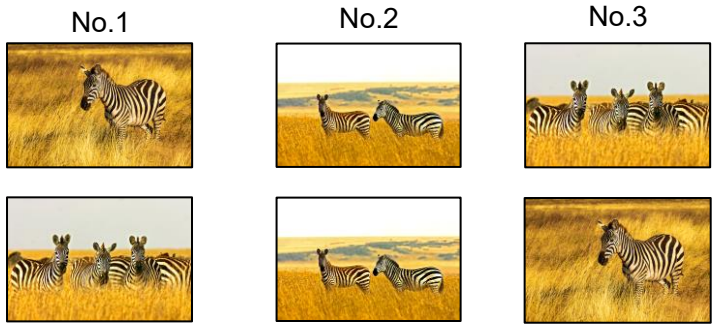
Orientation

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

Page Order

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

Example) Print order

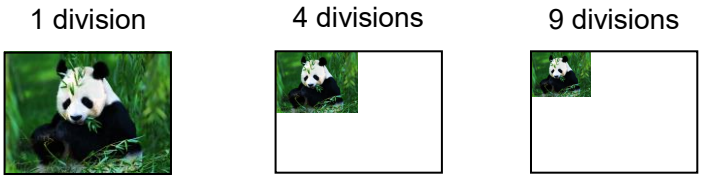


Page Format

Pages per Sheet

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

Example) Division size



2.2.2 Advanced options

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

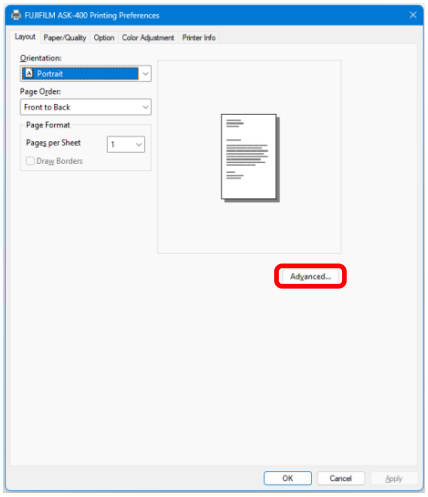


Figure 2.2.2.1 Advanced

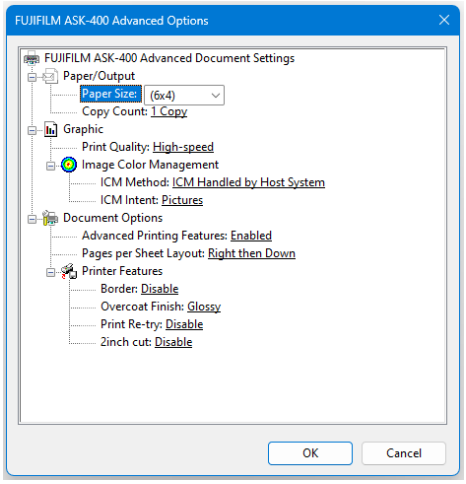


Figure 2.2.2.2 Advanced options tab

Paper/Output

Paper Size

Specify the paper size. Match the paper size with the size of the media set in the printer.
You can enable multiple layout settings by setting the paper size. See later sections for details.

Copy Count

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

Graphic

Print Quality

Specify the resolution.

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

ICM Method

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

ICM Intent

Set the rendering method when using ICM. For the ICC profile, always set to “Pictures”.
Do not use other settings.

Document Options

Advanced Printing Features

Always set “Enabled”. Do not use other settings.

Pages per Sheet Layout

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

Printer Features

Border

Synchronized with Border in the Option.

Overcoat Finish

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

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

* Sticker paper can only print with a glossy finish. Even if settings are set to an overcoat finish other than glossy, these settings will not be applied.

Print Re-try

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

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

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

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

Error content	When Print Re-try is “disabled”	When Print Re-try is “enabled”
Paper end	You must send the unprinted image data again after the error is cleared.	The printing process is restarted from the data saved in the printer buffer after the error is cleared. When the paper initialization operation is to be carried out, printing occurs afterwards.
Ribbon end		
Cover open		
Paper jam (*1)		
Ribbon error (*1)		
Paper setting error		
Data 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.	Because the printer must be switched on and off to clear the error, the print data in the printer buffer is cleared by switching the printer off, even when the Print Re-try setting is Enabled. After the printer has restarted, you must send the unprinted image data again.
Head voltage error		
Head position error		
Power supply fan stopped		
Cutter error		
Head temperature error		
Media temperature error		
RFID module error		
System error		

*1: 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.

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
Disable	Cut at the normal size.
Enable	Cut at 2-inch lengths so that the 6x4 size becomes two sheets and the 6x8 size becomes four sheets.

< Multiple layout >

When 5x7, 6x8 or 6x9 media is used, you can use a two-picture layout.
You can enable multiple layout settings by setting the paper size of the printer driver.
If it sends multiple images from the application, the printer driver allocate them automatically as the multiple layout.

The following section shows the image sizes.

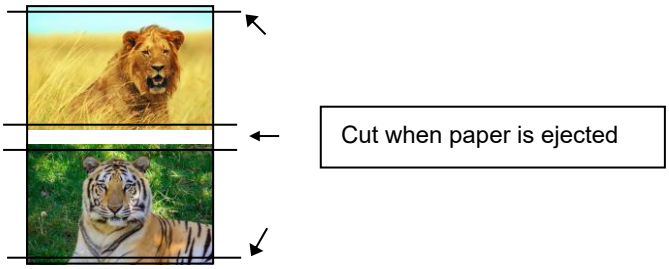
Layout settings

Driver paper size setting	Paper direction	Paper size length x height (mm)	Media used
(5x3.5)	Portrait	131.1x 92.1	5x7, 6x8, 6x9
	Landscape	92.1x131.1	
PR (3.5x5)	Portrait	92.1x131.1	
	Landscape	131.1x 92.1	
(6x4)	Portrait	156.1x105.0	6x8, 6x9
	Landscape	105.0x156.1	
PR (4x6)	Portrait	105.0x156.1	
	Landscape	156.1x105.0	
(6x4.5)	Portrait	156.1x117.3	6x9
	Landscape	117.3x156.1	
PR (4.5x6)	Portrait	117.3x156.1	
	Landscape	156.1x117.3	

Multiple layout is carried out under the following conditions.

1. Set 5x7, 6x8 or 6x9 size media in the printer.
2. Set the paper size of the printer driver to one of the abovementioned paper sizes.
3. From the application, send multiple images.

Note) Depending used conditions, the rewinding print might be carried out instead of the multiple layout.
Because they are carried out by the print job, multiple layout are carried out when there are multiple images in a single job.
If you want to layout the same image, send the same number of images as the umber-of-sheets setting.
The printer handles two pictures at one time and cuts the paper after it is ejected.

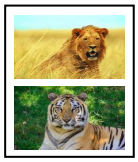
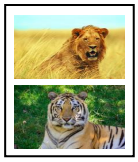
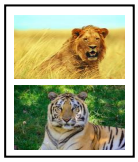


< Rewind Print function >

If you set the paper size setting to (6x4) when printing 6x4 size to 6x8 size media, printing is optimized to reduce consumption of the ribbon.

Furthermore, if you set the paper size setting to (5x3.5) or (6x4.5) when printing 5x3.5 size to 5x7 size media or when printing 6x4.5 size to 6x9 size media, printing is similarly optimized to reduce consumption of the ribbon.

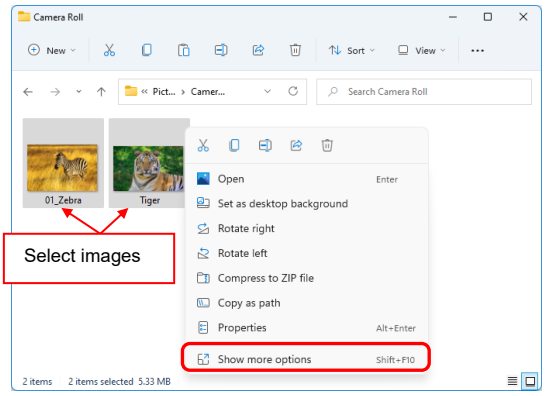
The following shows the difference in ribbon consumption when the paper size is set to (6x4) for 6x8-sized media.

	ASK-400
When printing one sheet at 6x4 size once	 *After printing, the ribbon is rewound and adjusted to the next print position.
When printing one sheet at 6x4 size twice	 *After the first sheet is printed, the ribbon is rewound, and the second sheet is printed.
When printing two sheets at 6x4 size once	 *Two sheets are printed at the same time in a multiple layout.
When printing one 6x4 size sheet once, and then printing two 6x4 size sheets once	 *After the first sheet is printed, the ribbon is rewound, and the second and following sheets are printed. Furthermore, after the third sheet is printed, the ribbon is rewound and adjusted to the next print position.

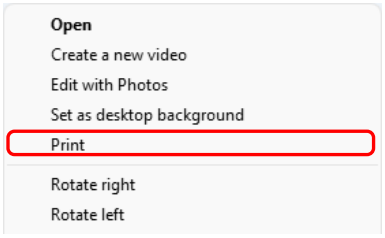
< Application usage example >

This usage example uses Windows Explorer.

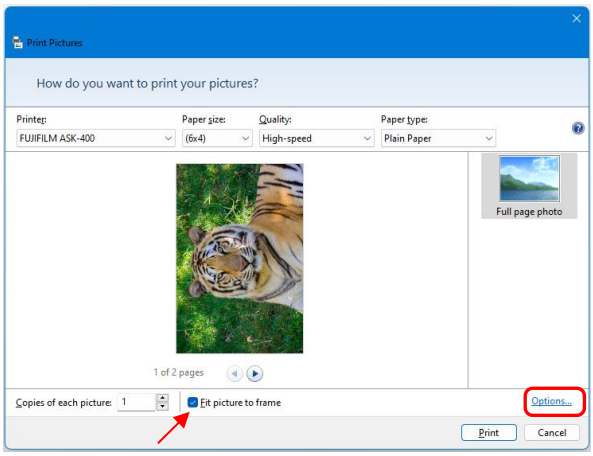
Step 1. In Windows Explorer, select two or more pictures.
Next, click “Show more options”.



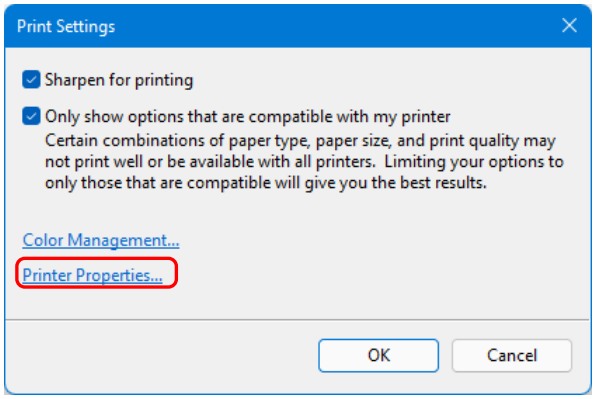
Step 2. Click “Print”.



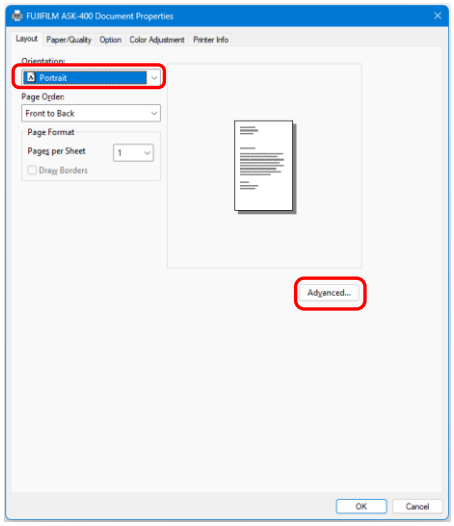
Step 3. Select “Fit picture to frame” check box, and then click “Options...”.



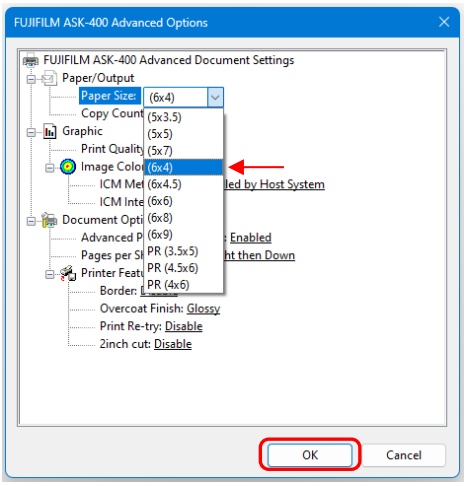
Step 4. Click “Printer Properties...”.



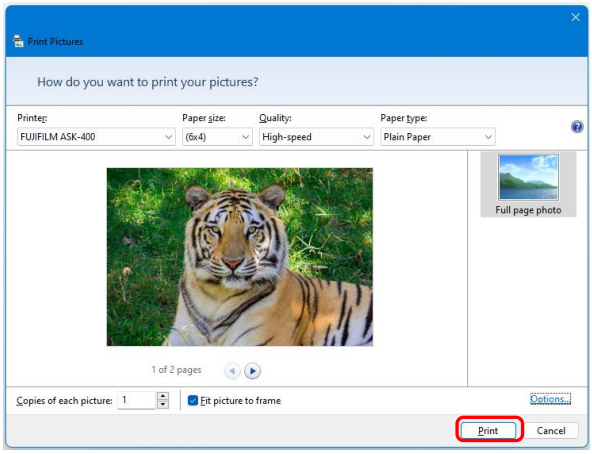
Step 4. Set the Orientation to “Portrait”, and click “Advanced...”.



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



Step 7 Click the “Print” button.



2.2.3 Paper/Quality

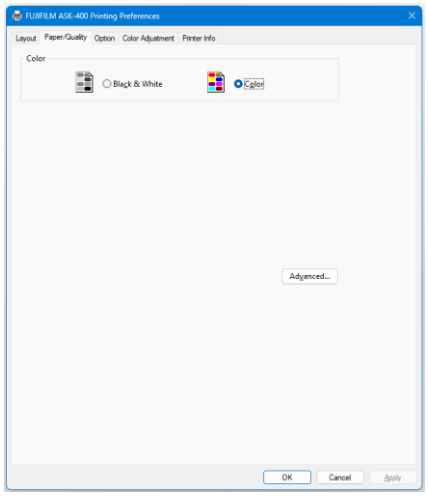


Figure 2.2.3 Paper/Quality tab

Color

Set Color. Do not use black and white.

2.2.4 Option

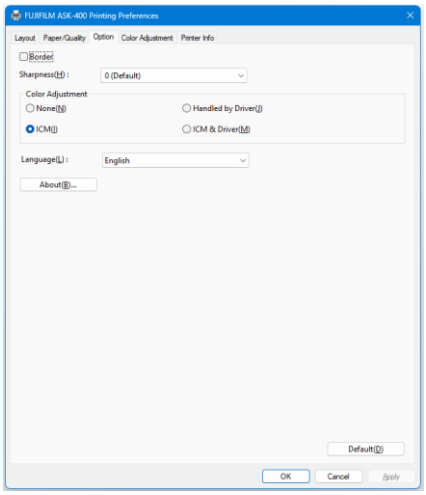


Figure 2.2.4.1 Option tab

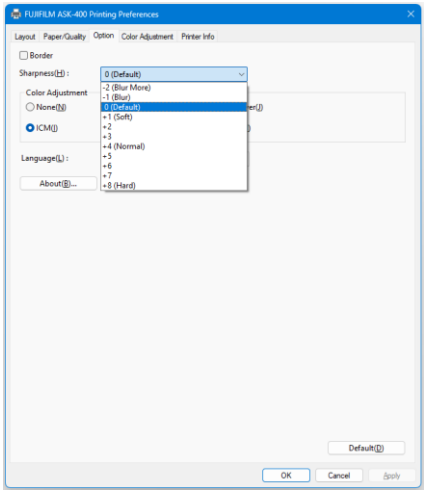


Figure 2.2.4.2 Sharpness setting

Border

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

Sharpness

Process sharpness using one of the 11 stages (Figure 2.2.4.2). If the setting is “0 (Default)”, sharpness is not processed. Moving to the minus (-) side blurs the image and moving to the plus (+) side sharpens the image.

Color Adjustment

None
Synchronized with the ICM Method in the Advanced settings. If this check box is selected, ICM is disabled, the Color adjustment tab is also disabled, and the printer driver does not carry out color adjustment.

Handled by Driver
If this check box is selected, ICM is disabled, and the 2.2.5 Color Adjustment is enabled. The result is applied to the adjustment values of the following items: Gamma, Brightness, Contrast, and Chroma.

ICM
Synchronized with the ICM Method of the Advanced settings (ICM Handled by Host System). If this check box is selected, the driver manages colors.

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

Language

Change the display language for the following items: “Option”, “Color Adjustment”, and “Printer Info”. The selected language is enabled the next time the print settings are displayed.

[Available languages]
・Japanese
・English (US)
・French (France)
・German (Germany)
・Russian (Russia)
・Spanish (Spain)
・Korean
・Chinese (People's Republic of China)
・Chinese (Taiwan)

- When your operating system environment corresponds with one of the above settings, the default display language is the language of the corresponding country. Furthermore, when your operating system environment does not correspond with one of the above settings, the default display language is English.
- To use a language different from that of your operating system, you must install the following font for the corresponding language.

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

About

Show the driver version.

2.2.5 Color Adjustment

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

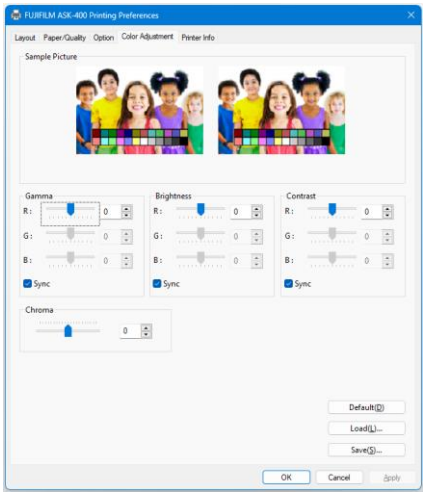


Figure 2.2.5 Color Adjustment tab

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

Adjustment item	Adjustment value
Gamma	-100 (dark) to 100 (bright) (“0” results in no adjustment, γ2.0 to 0.5) Adjust the density of the half-tone section of the image. Increasing the gamma value brightens the half-tone section. Sync check box ON: Set RGB to same value. OFF: Set RGB to different value.
Brightness	-100 (dark) to 100 (bright) (“0” results in no adjustment) Adjust the brightness of the image. Increasing the brightness value brightens the entire image. Sync check box ON: Set RGB to same value. OFF: Set RGB to different value.
Contrast	-100 (weak) to 100 (strong) (“0” results in no adjustment) Adjust the contrast of the image. Increasing the contrast value increases the difference of brightness and darkness. Sync check box ON: Set RGB to same value. OFF: Set RGB to different value.
Chroma	-100 (weak) to 100 (strong) (“0” results in no adjustment) Adjust the chroma of the image.

2.2.6 Printer information

View the printer information.

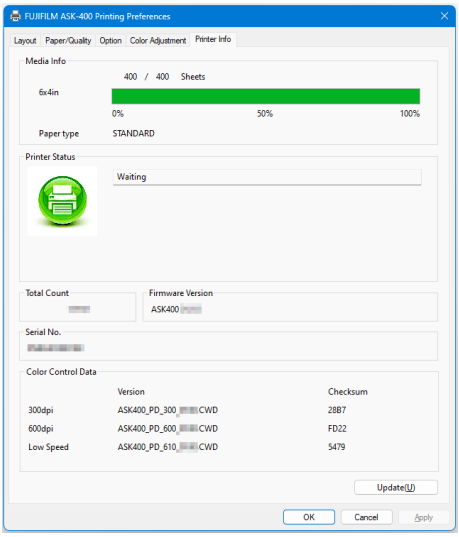


Figure 2.2.6.1 Printer Information tab

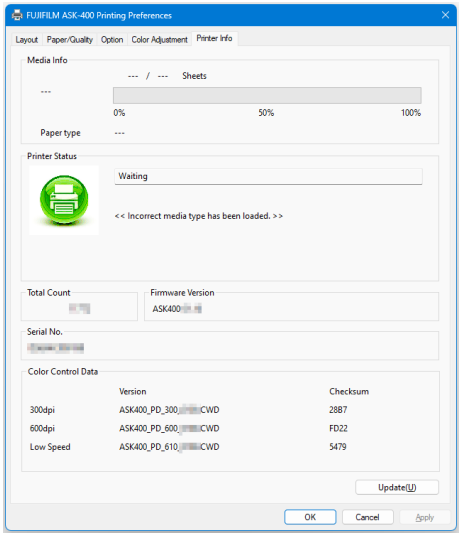


Figure 2.2.6.2 Display when incorrect media is loaded

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

<table>
<tr><th>Display item</th><th>Display details</th></tr>
<tr><td>Media Info</td><td>This area shows, for example, the size and remaining number of printable sheets for the ribbon media and the paper type in the printer.
* Media information is not displayed when a media type not supported by the printer has been loaded. (Figure 2.2.6.2)</td></tr>
<tr><td>Printer Status</td><td>Displays the status of the printer using icons and characters.
<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>Door open</td><td>Front door is open.
Close the front 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></td></tr>
</table>

<table>
<tr><th>Display item</th><th>Display details</th></tr>
<tr><td>Printer Status</td><td>
<table>
<tr><th>Display icon
(Color)</th><th>Display characters</th><th>Status/Response</th></tr>
<tr><td>
(Gray)</td><td>Offline</td><td>The printer cannot be recognized.
Connect the printer and computer, and then turn on the power.</td></tr>
<tr><td>
(Purple)</td><td>Cooling head</td><td>The head is being cooled.
Please wait a while.　Printing will resume automatically.</td></tr>
<tr><td>
(Orange)</td><td>Ribbon error</td><td>The ribbon is not set correctly.
Reload the ribbon properly.</td></tr>
<tr><td>
(Orange)</td><td>Paper size setting error</td><td>The printer settings and size of the installed ribbon do not match.
Check the paper size setting and ribbon size.</td></tr>
<tr><td>
(Orange)</td><td>Paper jam</td><td>A paper jam was detected.
Remove the paper and reload it properly.</td></tr>
<tr><td>
(Red)</td><td>System error</td><td>System error.
Restart the printer and computer.　If the printer does not recover after the restart, contact the service center.</td></tr>
</table>
* A warning message is displayed when a media type not supported by the printer has been loaded.(Figure 2.2.6.2)
</td></tr>
<tr><td>Total Count</td><td>Total count of printed sheets (printing other than 6x4.5, 6x4 or 5x3.5 size will count as two sheets).</td></tr>
<tr><td>Firmware Version</td><td>Version of the control program of the printer. xx.xx indicates the version.
・ ASK400 xx.xx</td></tr>
<tr><td>Serial No.</td><td>Serial number of the printer.</td></tr>
<tr><td>Color Control Data</td><td>Printer color control data.</td></tr>
</table>

2.3 Default values for settings

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

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

Chart 2.3 Default print settings

Tab	Setting			Value
Layout	Orientation			Portrait
	Page Order			Front to Back
	Pages Per Sheet			1
Paper/Quality	Color			Color
Option	Border			Disable
	Sharpness			0 (Default)
	Color Adjustment			ICM
	Language setting			English
Color Adjustment	Gamma			0
	Brightness			0
	Contrast			0
	Chroma			0
Advanced settings (In the Layout tab, click “Advanced...”)	Paper/Output	Paper Size		(6x4)
		Copy Count		1 Copy
	Graphic	Print Quality		High-speed
		Image Color Management	ICM Method	ICM Handled by Host System
			ICM Intent	Pictures
	Document options	Advanced Printing Features		Enabled
		Pages per Sheet Layout		Right then Down
		Printer function	Border	Disable
			Overcoat Finish	Glossy
			Print Re-try	Disable
			2inch cut	Disable

2.4 Color management

Use “Color management” to specify the color profile. The installer associates “ASK400_xxxx.icc” by default.

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

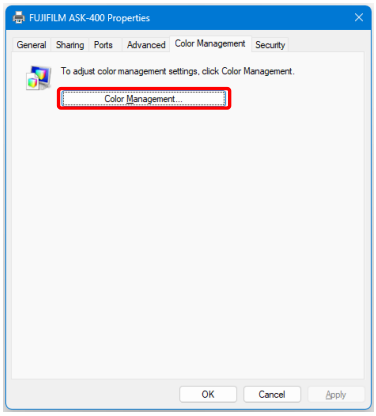


Figure 2.4.1 Color Management Tab

Step 2. From Device, select “Printer: FUJIFILM ASK-400”.

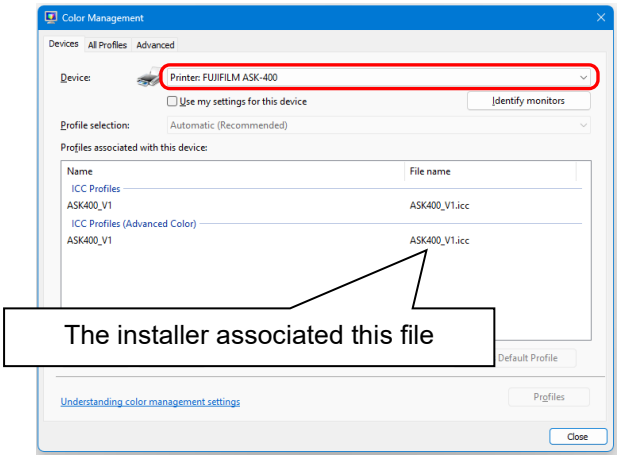


Figure 2.4.2 Color Management Window

2.5 Print Area

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

Paper size	Orientation	Image size (width x height)		Number of image dots (width x height)	
		(inch)	(mm)	High-speed (300x300 dpi)	High-quality (600x600 dpi)*1
(5x3.5)	Portrait	5” x 3.5”	131.1 x 92.1	1548 x 1088	3096 x 2176
	Landscape	3.5” x 5”	92.1 x 131.1	1088 x 1548	2176 x 3096
(5x5)	Portrait	5” x 5”	131,1 x 130,4	1548 x 1540	3096 x 3080
	Landscape	5” x 5”	130,4 x 131,1	1540 x 1548	3080 x 3096
(5x7)	Portrait	5” x 7”	131.1 x 181.0	1548 x 2138	3096 x 4276
	Landscape	7” x 5”	181.0 x 131.1	2138 x 1548	4276 x 3096
(6x4)	Portrait	6” x 4”	156.1 x 105.0	1844 x 1240	3688 x 2480
	Landscape	4” x 6”	105.0 x 156.1	1240 x 1844	2480 x 3688
(6x4.5)	Portrait	6”x 4.5”	156.1 x 117.3	1844 x 1386	3688 x 2772
	Landscape	4.5”x 6”	117.3 x 156.1	1386 x 1844	2772 x 3688
(6x6)	Portrait	6” x 6”	156.1 x 155.4	1844 x 1836	3688 x 3672
	Landscape	6” x 6”	155.4 x 156.1	1836 x 1844	3672 x 3688
(6x8)	Portrait	6” x 8”	156.1 x 206.2	1844 x 2436	3688 x 4872
	Landscape	8” x 6”	206.2 x 156.1	2436 x 1844	4872 x 3688
(6x9)	Portrait	6”x 9”	156.1 x 232.0	1844 x 2740	3688 x 5480
	Landscape	9”x 6”	232.0 x 156.1	2740 x 1844	5480 x 3688
PR (3.5x5)	Portrait	3.5” x 5”	92.1 x 131.1	1088 x 1548	2176 x 3096
	Landscape	5” x 3.5”	131.1 x 92.1	1548 x 1088	3096 x 2176
PR (4x6)	Portrait	4” x 6”	105.0 x 156.1	1240 x 1844	2480 x 3688
	Landscape	6” x 4”	156.1 x 105.0	1844 x 1240	3688 x 2480
PR (4.5x6)	Portrait	4.5”x 6”	117.3 x 156.1	1386 x 1844	2772 x 3688
	Landscape	6”x 4.5”	156.1 x 117.3	1844 x 1386	3688 x 2772

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

2.6 Orientation

The following chart shows the relationship of images generated by an application and printed items (output direction) according to the orientation setting.

Hint: The PR print size (center column) is prepared for applications that are not able to change from landscape to portrait and back using the orientation setting on the layout tab. Normally it is recommended to use the non-“PR” print sizes and use the orientation settings for landscape and portrait on the layout tab.

Original image	Driver setting						
	Orien-tation	Paper setting					
		(5x3.5) (5x5) (6x4) (6x4.5) (6x6)		PR (3.5x5) PR (4x6) PR (4.5x6)		(5x7) (6x8) (6x9)	
		Generated image	Printed item (Output orientation↓)	Generated image	Printed item (Output orientation↓)	Generated image	Printed item (Output orientation↓)
	Portrait						
	Land-scape						
	Portrait						
	Land-scape						

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

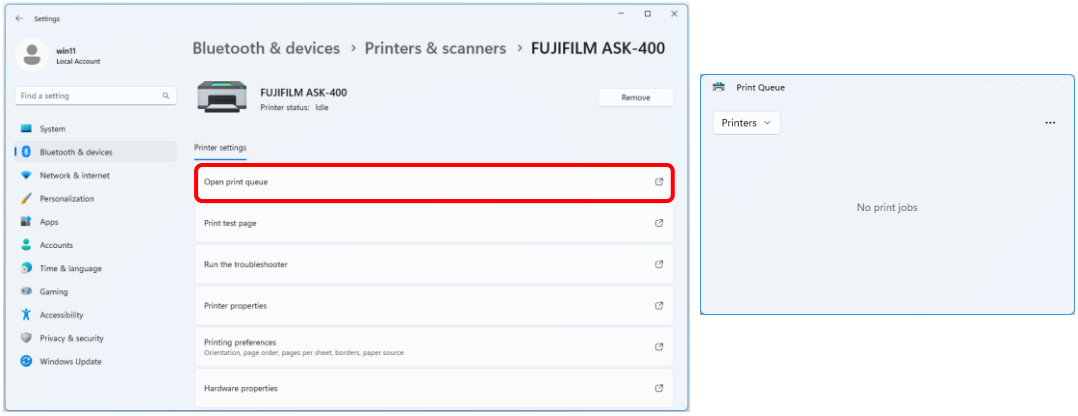


Figure 3.1 Screen when Open print queue is clicked

2. Uninstall the driver package

1) Right click “Start”, and then select “Apps and Features”.



Figure 3.2 Screen when the Start button is right clicked

2) Click the menu display button of “FUJIFILM ASK-400” in the list of apps, and then select “Uninstall”.

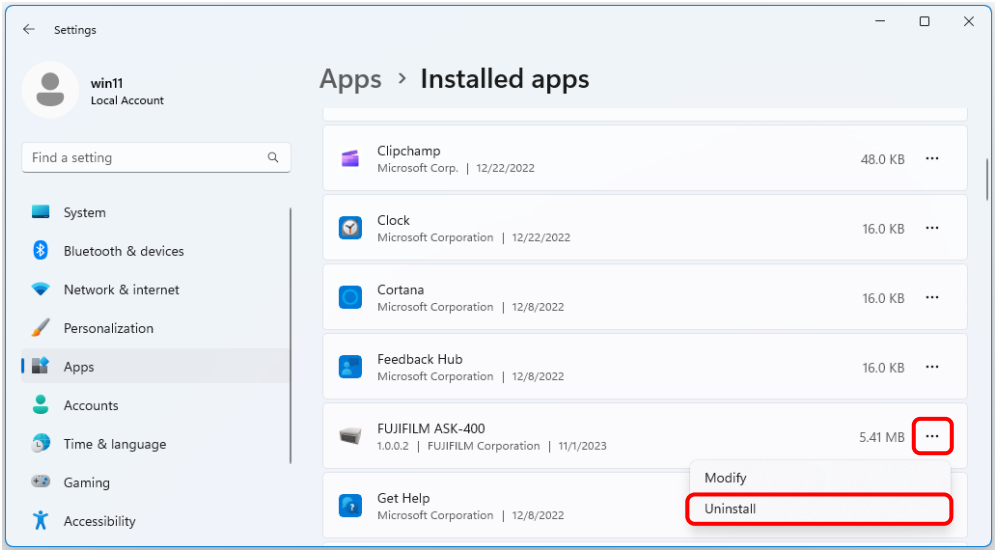


Figure 3.3 Uninstall a program

When the “This app and its related info will be uninstalled.” Message appears, click “Uninstall”.

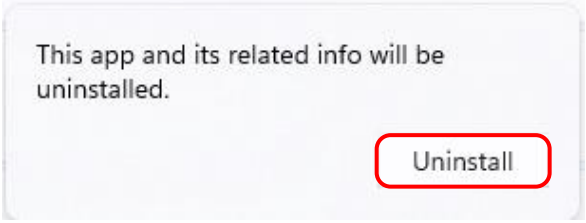


Figure 3.4 Uninstallation confirmation screen

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

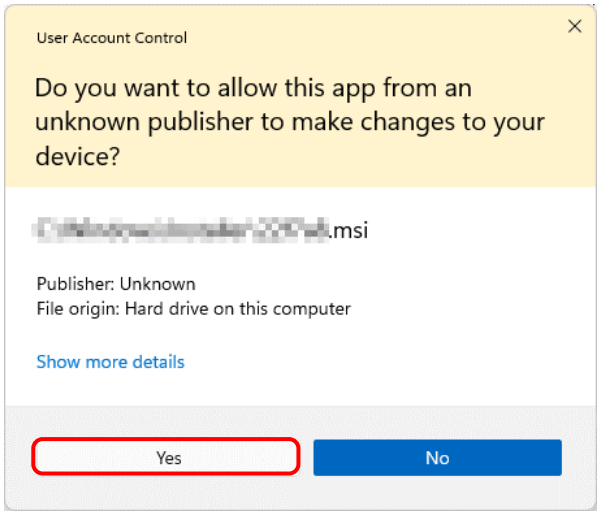


Figure 3.5 User Account Control

3) The “Uninstall Driver Package” screen appears. Click “Yes”.
The program has been uninstalled.
After uninstalling the printer package, restart the computer.

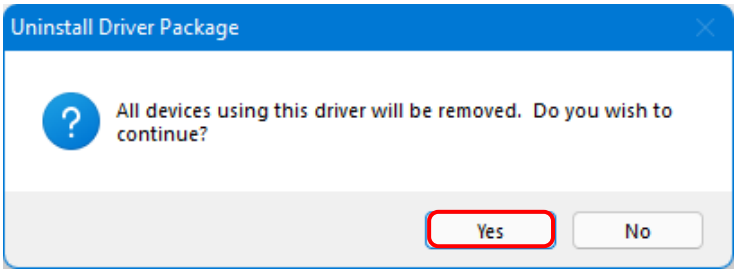


Figure 3.6 Uninstallation confirmation

3. Install an upgrade for the printer driver

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

4. Restart the computer

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

Chapter 4 Delete the driver

4.1 Automatic deletion of printer drivers

The printer driver is automatically deleted when uninstalling the driver package.
For the steps to uninstall the driver package, see “2. Uninstall the driver package” in Chapter 3.

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

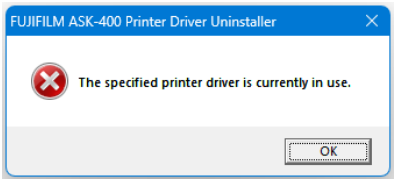


Figure 4.1 Message displayed when the driver is in use

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

4.2 Manual deletion of printer drivers

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

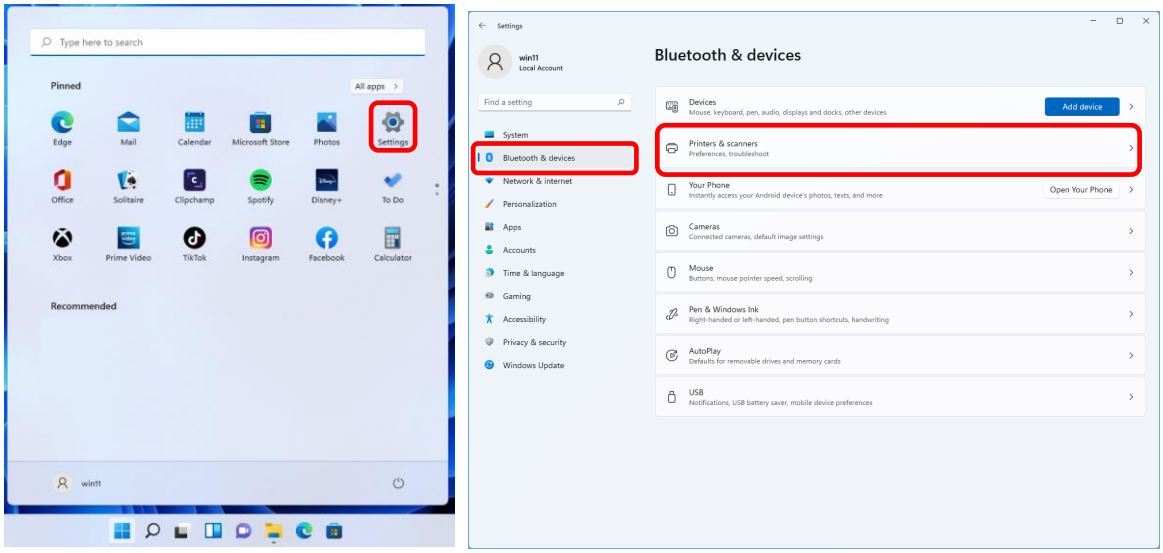


Figure 4.2.1 Bluetooth & devices

2) From the “Printers & scanners” screen, select FUJIFILM ASK-400, and then click “Remove”.

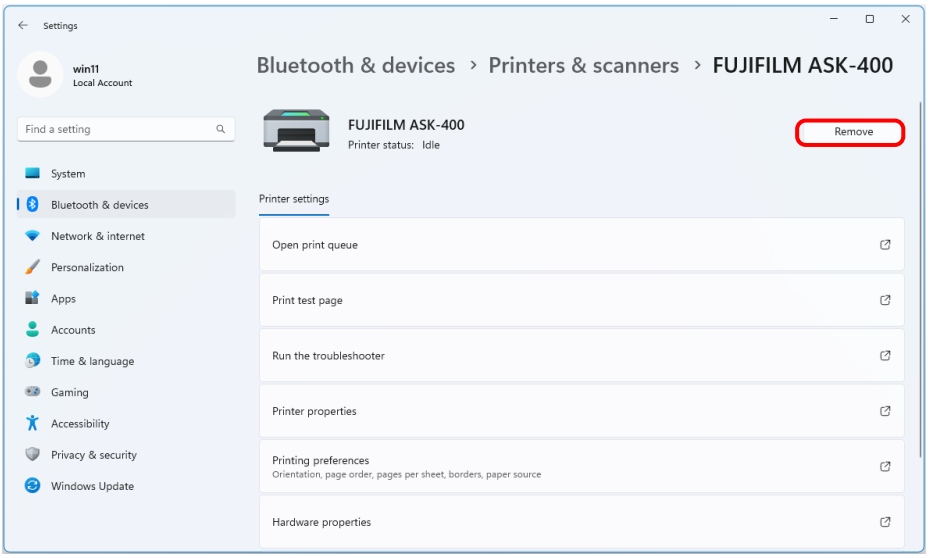


Figure 4.2.2 Screen when FUJIFILM ASK-400 is selected and Remove is clicked

If the printer is on but not connected, the FUJIFILM ASK-400 icon is not displayed. In such cases, use the following procedure to delete the device.

(i) Right click “Start”, and then select “Device Manager”.



Figure 4.2.2.i Screen when the Start button is right clicked

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

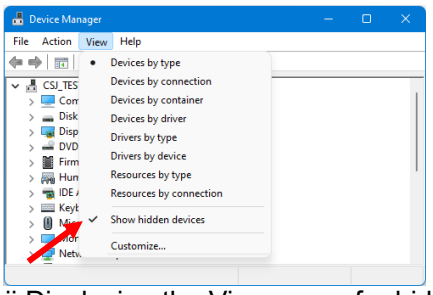


Figure 4.2.2.ii Displaying the View menu for hidden devices

(iii) Under “Printers”, right click “FUJIFILM ASK-400”, and then select “Uninstall device”.

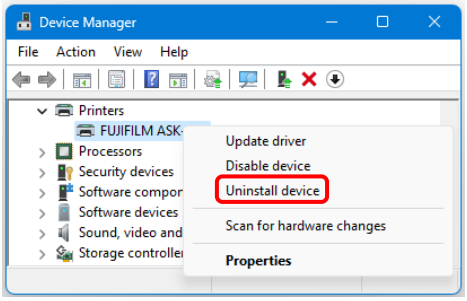


Figure 4.2.2.iii Displaying the menu to delete FUJIFILM ASK-400

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

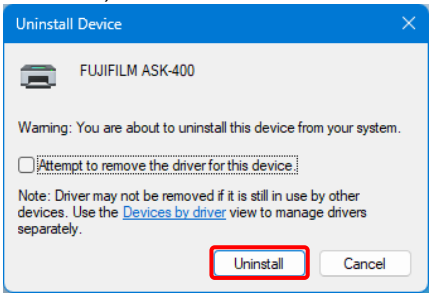


Figure 4.2.2.iv Uninstall Device screen

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



Figure 4.2.3 Printer deletion confirmation dialog box

4) After removing the FUJIFILM ASK-400 printer, click “Print server properties” in “Printers & scanners”.

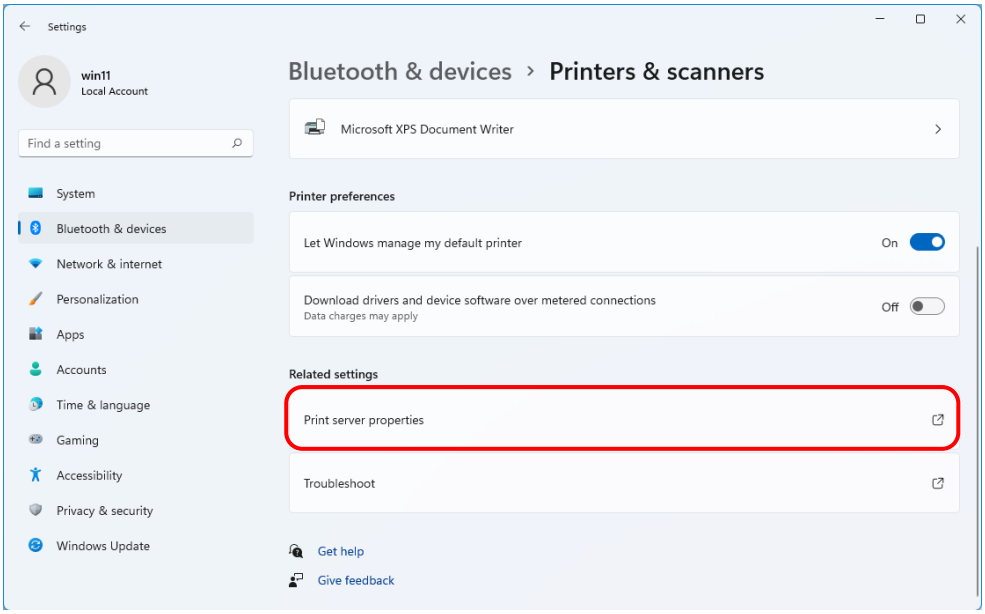


Figure 4.2.4 Screen when Print server properties is clicked on the Printers & scanners screen

5) The “Print Server Properties” dialog box appears. Click the “Drivers” tab. From the installed printer driver list, select “FUJIFILM ASK-400”, and then click “Remove...”.

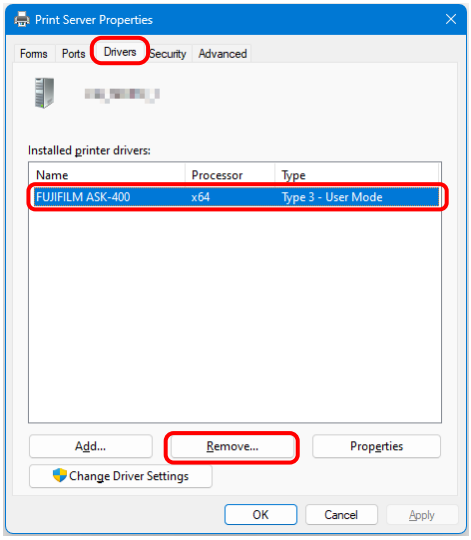


Figure 4.2.5 Printer Server Properties dialog box

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

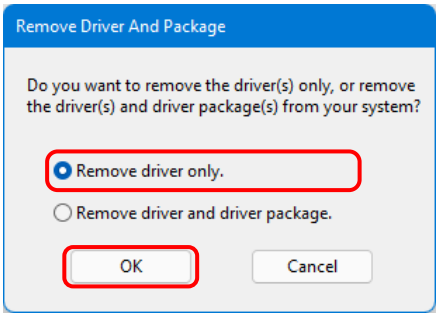


Figure 4.2.6 Remove Driver And Package dialog box

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

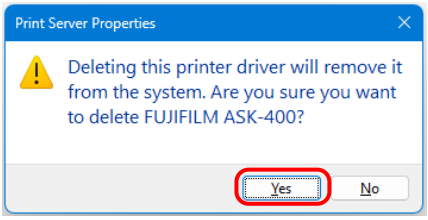


Figure 4.2.7 Driver deletion confirmation dialog box

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

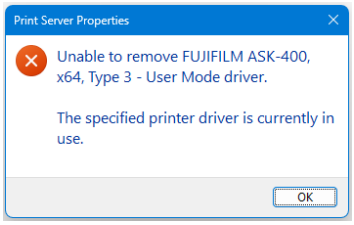


Fig 4.2.7.i Driver in use

8) In the “Print Server Properties” dialog box, confirm that “FUJIFILM ASK-400” was deleted, and then click “Close”.

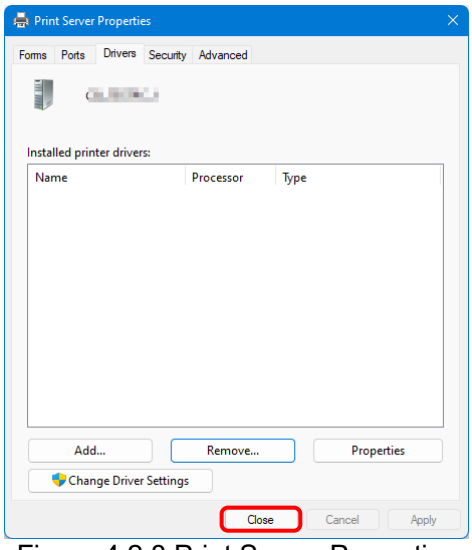


Figure 4.2.8 Print Server Properties

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