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Install a Printer Driver

Upon successful installation of WorldShip, the Eltron/Zebra printer drivers are pre-installed. After WorldShip installation, simply turn on the printer and perform steps 1, 2, 3, 10, 12, and 13 below.

If the Eltron/Zebra printer drivers do not exist, follow steps 1 through 13 below.

Before installing a printer driver, ensure that you:

- Connect the printer to a power source. The printer turns on automatically, and a green light appears when the printer is ready.
- Ensure that labels are loaded.
- Connect the printer to your PC.

To install a printer driver:

<table>
<thead>
<tr>
<th>Step</th>
<th>Window (if available)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>On the <strong>Tools</strong> tab, select <strong>System Preferences</strong> and then <strong>Printing Setup</strong>.</td>
</tr>
<tr>
<td>Step</td>
<td>Window (if available)</td>
</tr>
<tr>
<td>------</td>
<td>-----------------------</td>
</tr>
</tbody>
</table>
| 2.   | The **Printing Setup** tab on the **System Preferences Editor** window appears.  
      - Enter the printer ID in the **Printer ID** box  
      - In **Printer Type** click the down arrow and select **Label**.  
      - Click **Add**. |
| 3.   | The **Label Printer Setup** window appears.  
      - Under **Printer**, click **Change Label Printer**. |
### Step 4

The **Printer Selection** window appears.

- To add a new printer, click **Add Printer**.
- To begin using a previously installed printer, select it in the **Printers** box, click **Select**, and skip to step 14.

![Printer Selection Window](image1.png)

### Step 5

The **Printer Type Selection** window appears.

- Click the down arrow and select the printer type (that is, **Eltron/Zebra** or **Other**).
- Click **Select**.
- If you selected Other skip to step 13.

![Printer Type Selection Window](image2.png)

### Step 6

The **Zebra Printer Driver Installation** window appears.

Click **Install Zebra Printer**.

![Zebra Printer Driver Installation Window](image3.png)
7. The **Selecting the printer** window appears and shows the manufacturers and printers that are available.
   - Select the printer manufacturer in the **Manufacturers** box.
   - Select the desired printer model in the **Printers** box.
   - **Tip:** Use the scroll bar as needed to find your printer model.
   - Click **Next**.

8. The **Options** window appears.
   - Select the communication port for your printer connection.
   - **Tip:** A USB cable should be included with your Zebra printer. If using a USB cable, select USB001. Serial ports use COM1 through COM4, and parallel ports use LPT1 through LPT3.
   - Click the down arrow in the Select **Language** box and select a language.
   - Click **Next**.

9. **Note:** If you are connecting your printer via a serial port and do not know the communication port for your printer connection, the UPS Support Utility provides a feature to scan and indicate the communication port, as follows:
   - Click **Start** on the Windows taskbar, point to **All Programs** and then to **UPS**, and click **UPS WorldShip Support Utility**. The **User Diagnostic Support** window appears.
   - On the **Tools** menu, click **Eltron Printer Scan**.
<table>
<thead>
<tr>
<th>Step</th>
<th>Window (if available)</th>
</tr>
</thead>
</table>
| 10.  | The **Eltron Printer Scan** window appears.  
|      | - Click **Scan**. The status of each port appears, and the status of the correct port shows **Printer Found**.  
|      |   **Tip:** The printer must be connected and turned on.  
|      | - Note which port shows **Printer Found**, click **Close**, and restart step 8. |
| 11.  | The **Install Printer** window appears and shows the installation progress.  
|      | Monitor the installation progress. |
12. When the installation process is complete, the **Printer Selection** window appears.
   - If not already selected, select the appropriate printer under **Printers**.

   **Note:** If the new printer is not shown, click **Cancel**. In the **Label Printer Setup** window, click **Change Label Printer** to re-display the **Printer Selection** window.
   - Click **Select**.

13. If you selected **Other** in the **Printer Type Selection** window (step 5), the **Print** window appears and provides a list of the printers that are connected to your computer, including network printers.
   - If the desired printer appears in the **Select Printer** box, select the printer and click **Print**.
   - If the desired printer does not appear in the **Select Printer** box, click **Find Printer** and navigate to and select the desired printer.

14. The **Label Printer Setup** window appears.
   - Verify the printer name in the **Name** box.
   - Under **Label Configuration**, select the label stock dimensions and extended area usage.
   - Click **Apply**.

---

**Step** | **Window (if available)**
--- | ---
12. When the installation process is complete, the **Printer Selection** window appears. | ![Printer Selection Window](image1.png)
13. If you selected **Other** in the **Printer Type Selection** window (step 5), the **Print** window appears and provides a list of the printers that are connected to your computer, including network printers. | ![Print Window](image2.png)
14. The **Label Printer Setup** window appears. | ![Label Printer Setup Window](image3.png)

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15. The **Printing Setup** tab appears and shows the printer in the **Printer** grid.

   Select the **Default Printer** check box (as needed and if more than one printer exists).
Print a Test Label

*Note:* If you have not already done so, set up the label stock configuration before printing a test label.

**To print a test label:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Window (if available)</th>
</tr>
</thead>
</table>
| 1.   | On the **Printing Setup** tab in the **System Preferences Editor** window:  
|      | - Select the printer in the **Printer** grid.  
|      | - Click **Print Test Page**. |
Uninstall a Printer and Driver

**Note:** Before uninstalling a printer driver, be sure that you purge any pending print jobs to the existing thermal label printer.

To uninstall a printer driver installed previously:

<table>
<thead>
<tr>
<th>Step</th>
<th>Window (if available)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using Microsoft Windows:</td>
<td><img src="image" alt="Image of Device and Printers window" /></td>
</tr>
<tr>
<td>1. Click <strong>Start</strong> on the Windows taskbar.</td>
<td></td>
</tr>
<tr>
<td>2. Select <strong>Devices and Printers</strong>.</td>
<td></td>
</tr>
<tr>
<td>3. In the <strong>Printers and Faxes</strong> section, select a printer then <strong>Remove device</strong> on the file menu for each printer you want to uninstall.</td>
<td></td>
</tr>
<tr>
<td>4. Select a printer then <strong>Print server properties</strong> on the file menu.</td>
<td></td>
</tr>
<tr>
<td>5. In the <strong>Print Server Properties</strong> window, click the <strong>Drivers</strong> tab.</td>
<td><img src="image" alt="Image of Print Server Properties window" /></td>
</tr>
<tr>
<td>6. Select each printer driver you want to uninstall and click <strong>Remove</strong>.</td>
<td></td>
</tr>
</tbody>
</table>
7. In the **Remove Driver and Package** window, select **Remove Driver and Driver Package**.

8. Click **OK**.