

EP802 series Printers  
driver installation and uninstall manual

## 1. overview

This document is for the EP802 series printers driver installation and uninstall procedures.

It is supported for 32 bit and 64 bit Windows operating systems. Include

- Windows XP
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

Below is an example installation and uninstall procedure for Windows 10 64 bits.

## 2. Driver installation

The driver can be installed in two ways.

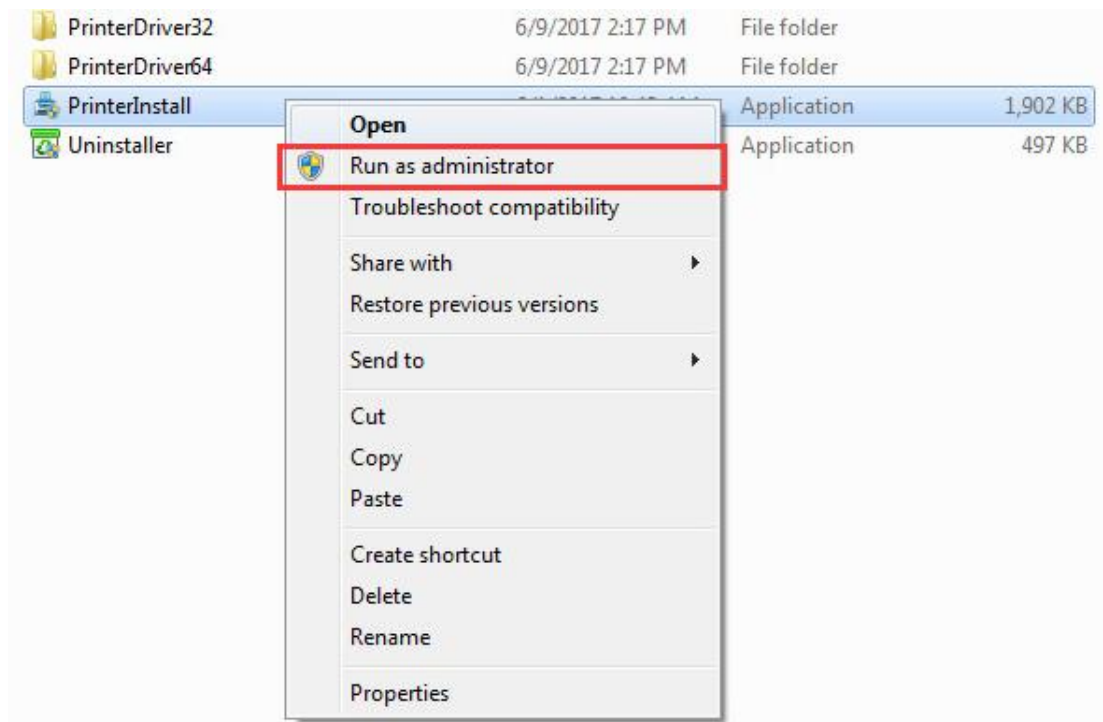
- Install application installation.
- INF file installation.

Before the drive installation, Please power on printer and connect with PC host via USB cable, then load thermal paper. Printer will be in ready.

### 2.1 Install application installation

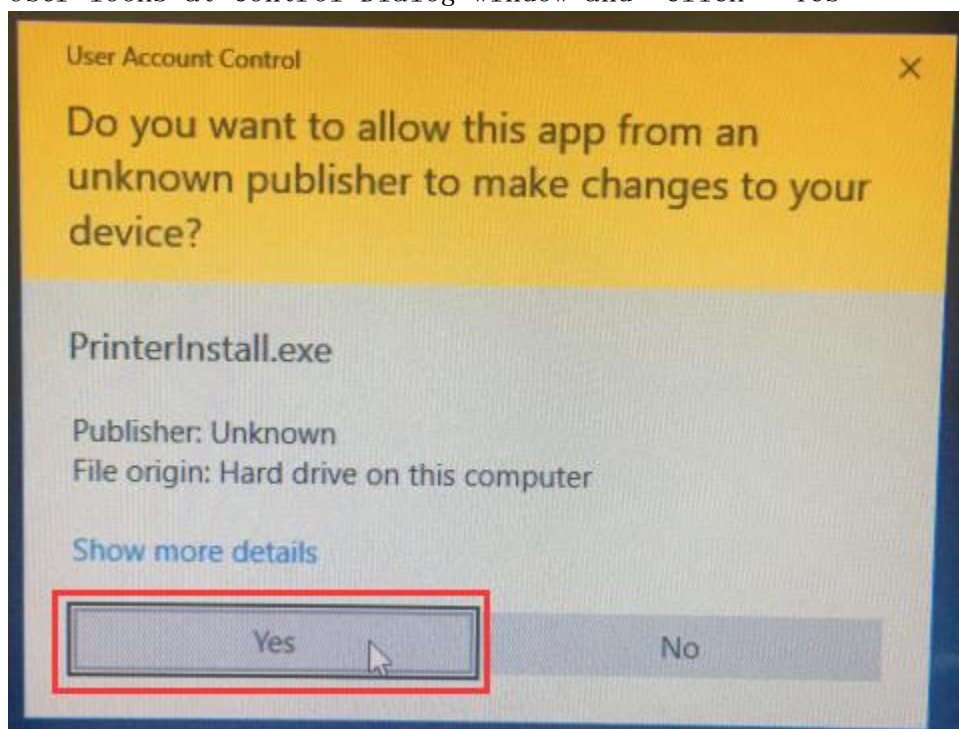
#### 2.1.1 Step 1

Right click “PrinterInstall.exe”, Select “Run as administrator”



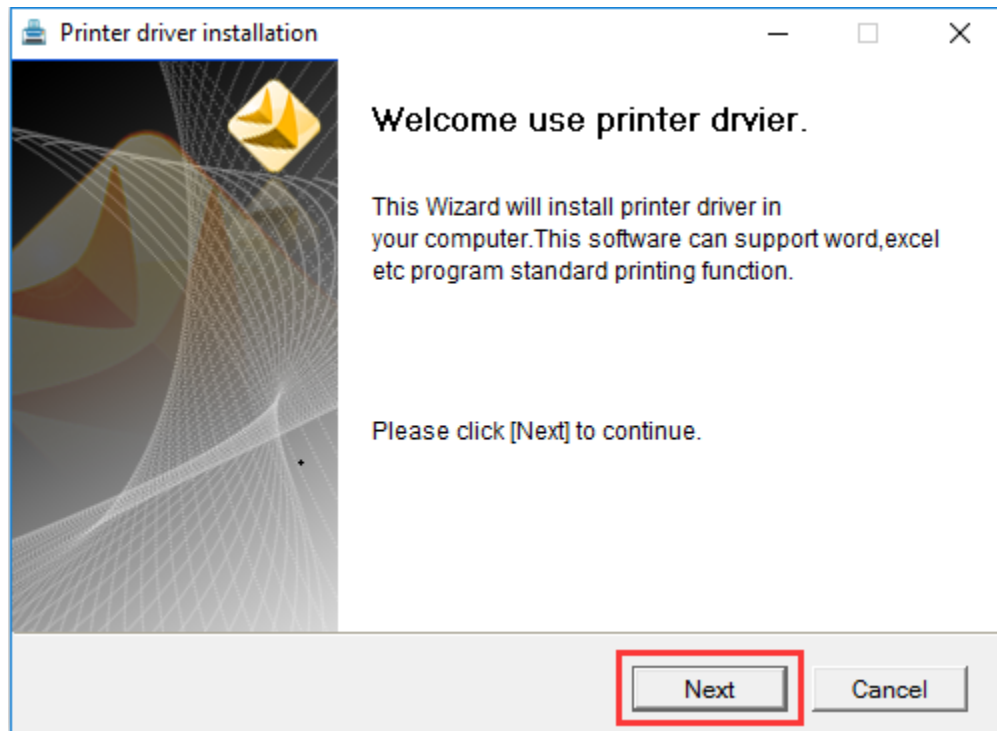
### 2.1.2 Step 2

User looks at Control Dialog window and Click “Yes”



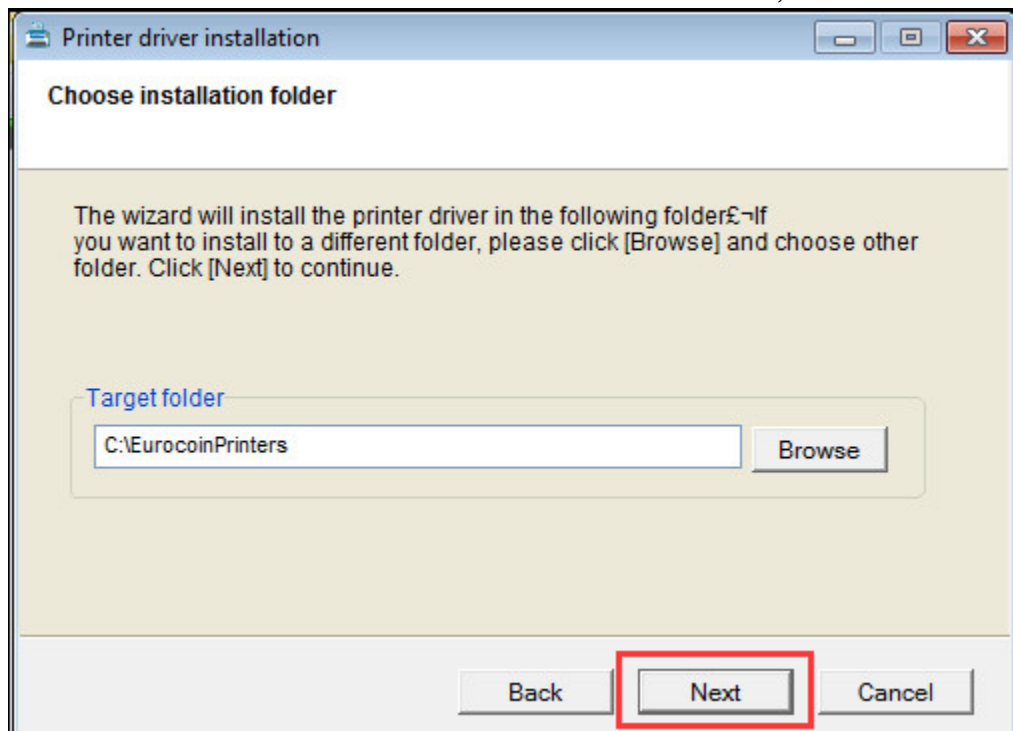
### 2.1.3 Step 3

Click "Next"



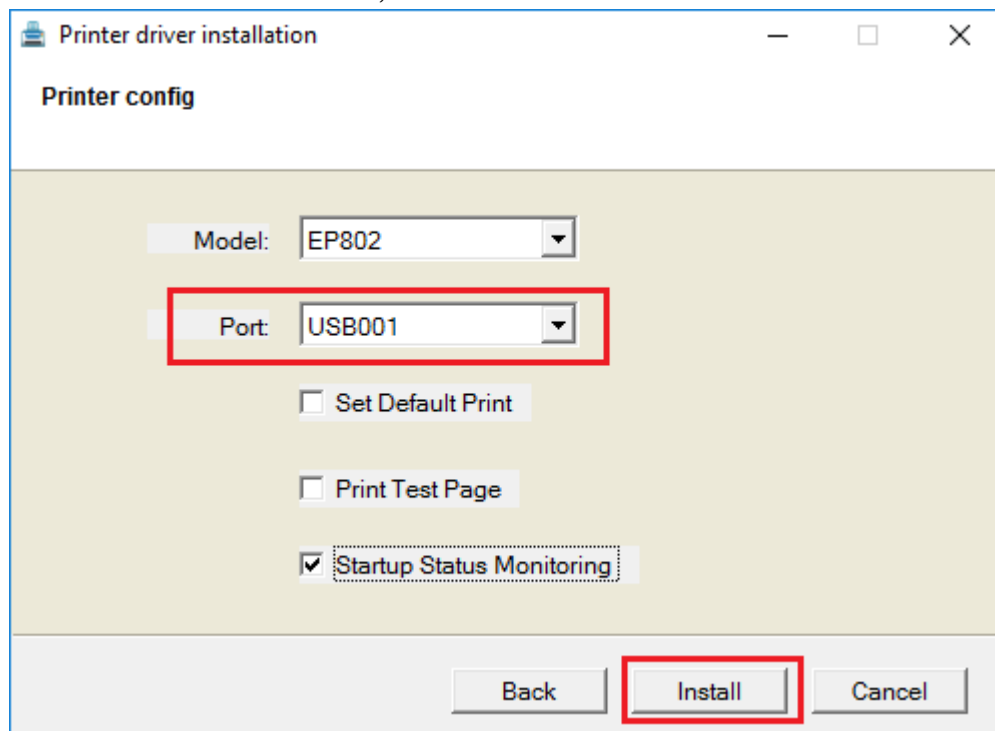
### 2.1.4 Step 4

Click "Browse" and select installation folder ,then Click "Next"



### 2.1.5 Step 5

Select Printer USB Port,Click " Install"



Choose configuration "Set Default Print" and "Print Test Page" and "Startup Status Monitoring"

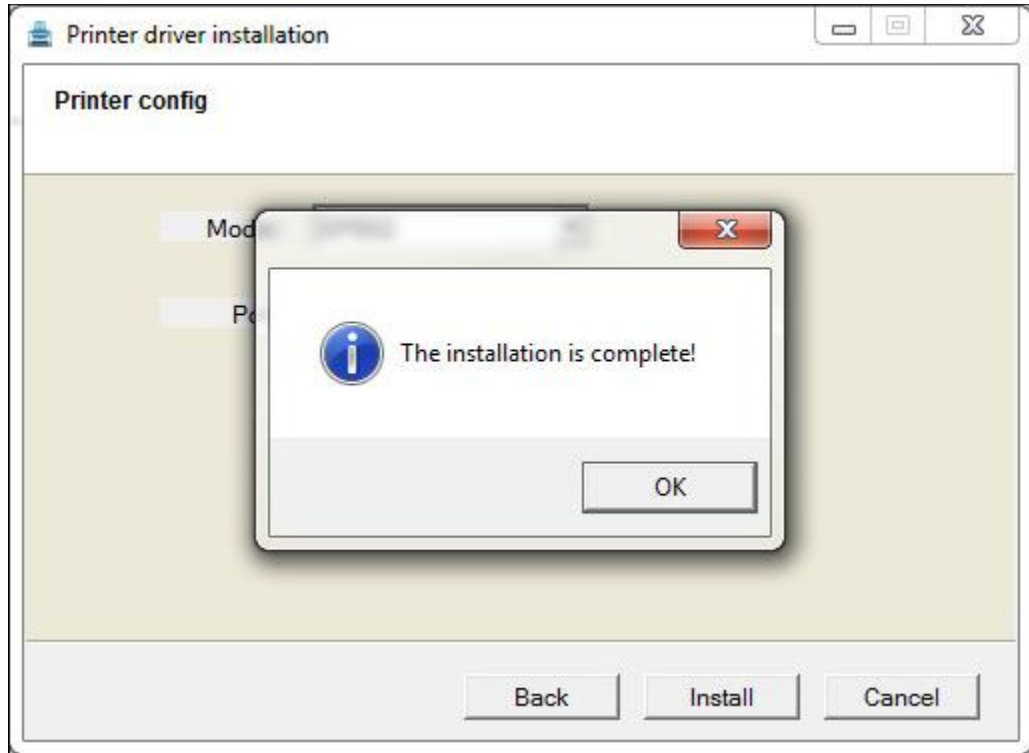
If you select the "Startup Status Monitoring",Will start service EPrinterService. It can monitor the printer status in real time, but it affects the use of read data interfaces in SDK,such as GetStatus,GetStatusspecial,GetProductinformation,GetPrintIDorName

You can also start and stop the service manually, The operation method is Control Panel->Administrative Tools->Services Find EPrinterService,then start or stop it.

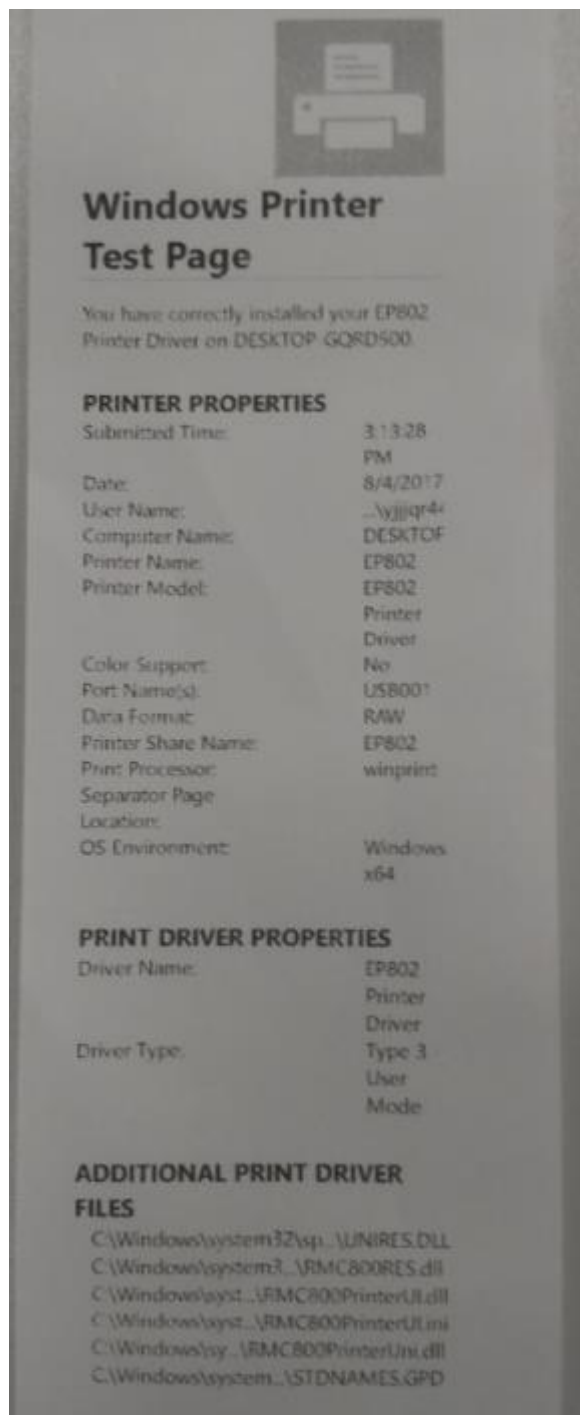
Name	Description	Status	Startup Type
Embedded Mode	The Embedded Mode servic...		Manual (Trigg
Encrypting File System (EFS)	Provides the core file encry...		Manual (Trigg
Enterprise App Management Service	Enables enterprise applicati...		Manual
EPrinterService	Printer Status Service	Running	Automatic
Extensible Authentication Protocol	The Extensible Authentica...		Manual

### 2.1.6 Step 6

Complete driver installation




If you select the “Print Test Page”, Will get driver test page, as below:





If you start the service, you can get the printer's real-time status. The operation method is Control Panel-> Devices and Printers, Select Printer EP802, as below:


Add a device
Add a printer
See what's printing
Print server properties
Remove device


Devices (5)


AOC 1952



DESKTOP-76K1TT Q


USB Keyboard


USB OPTICAL MOUSE


OnlyDisk


Printers (5)



EP802


EP802 - Output Bin Full
Printer
Document
View


Document Name	Status	Owner	Pages	Size
0 document(s) in queue				

Unspecified (1)


IP1000 Printer USB001


EP802
Model: EP802 Printer Driver  
Category: Printer  
Status: Output bin full


EP802
Model: EP802 Printer Driver  
Category: Printer  
Status: Paper jam

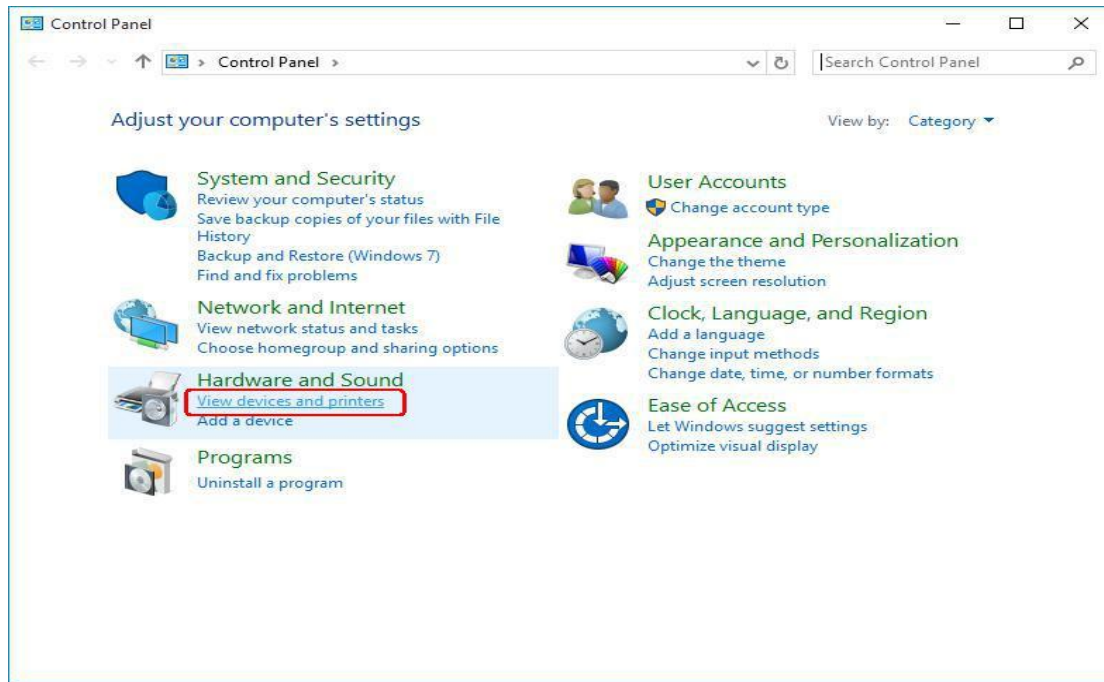

EP802
Model: EP802 Printer Driver  
Category: Printer  
Status: 0 document(s) in queue



## 2.2 INF file installation

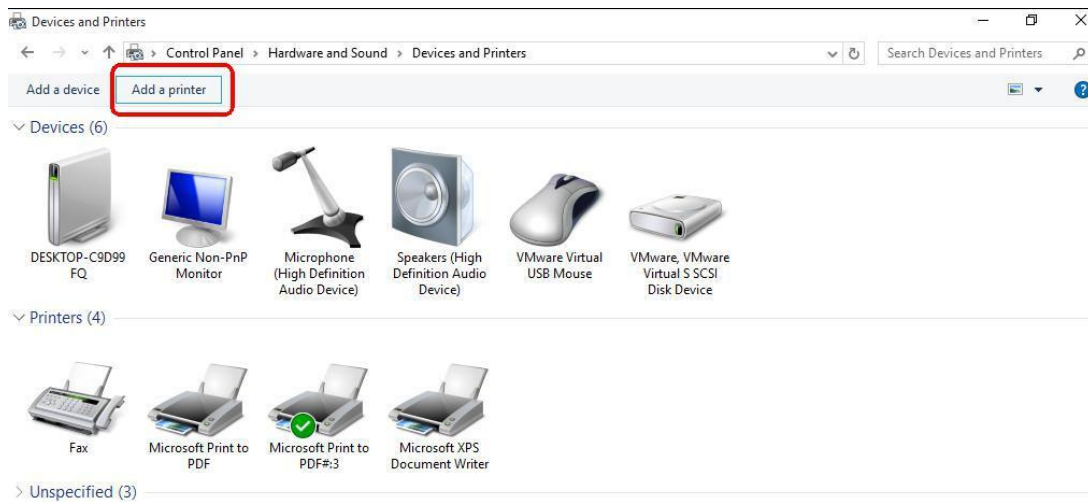
### 2.2.1 Step 1

Open the control panel and enter into the Devices and Printers.



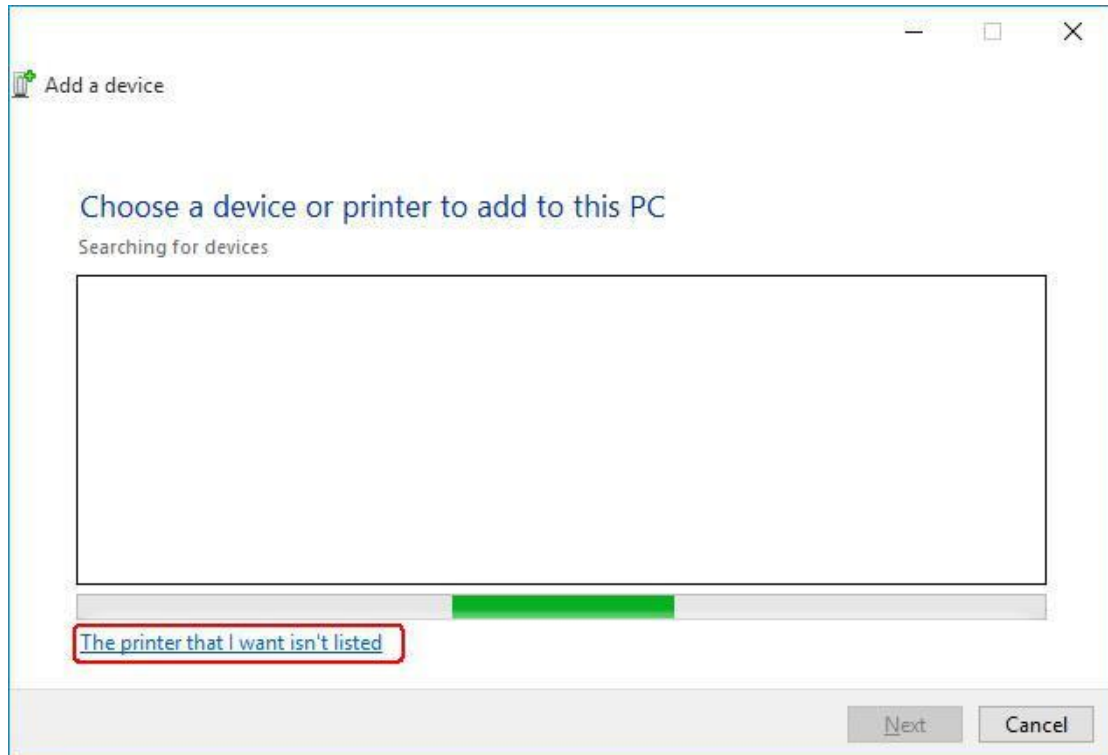
### 2.2.2 Step 2

Add a printer.



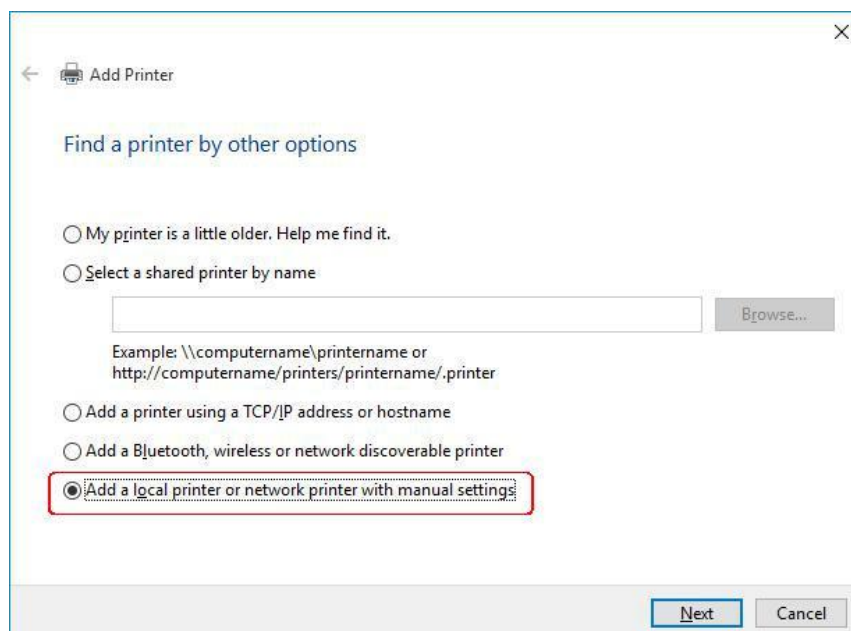
### 2.2.3 Step 3

Choose “The printer that I want isn’t listed” to continue.



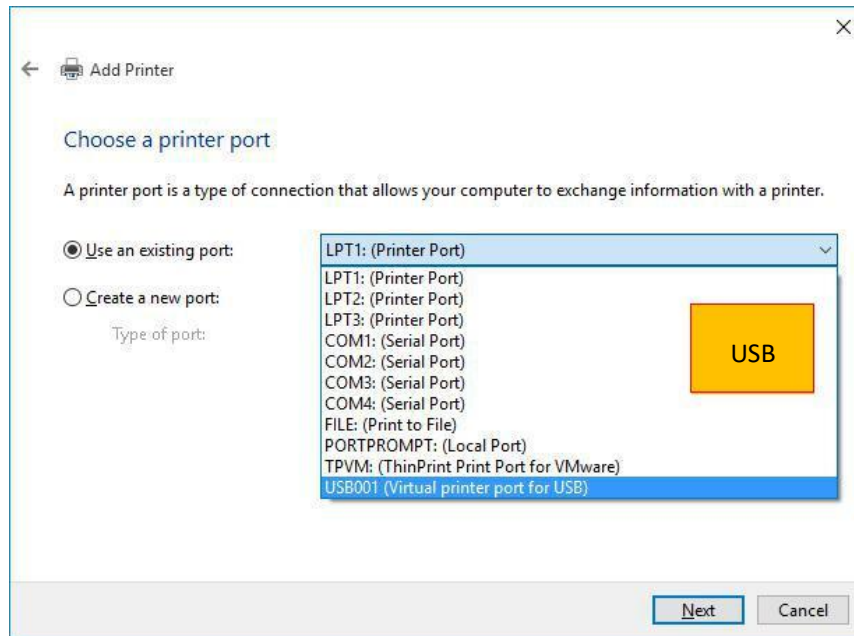
### 2.2.4 Step 4

Choose “Add a local printer or network printer with manual settings”, then click [Next] to continue.



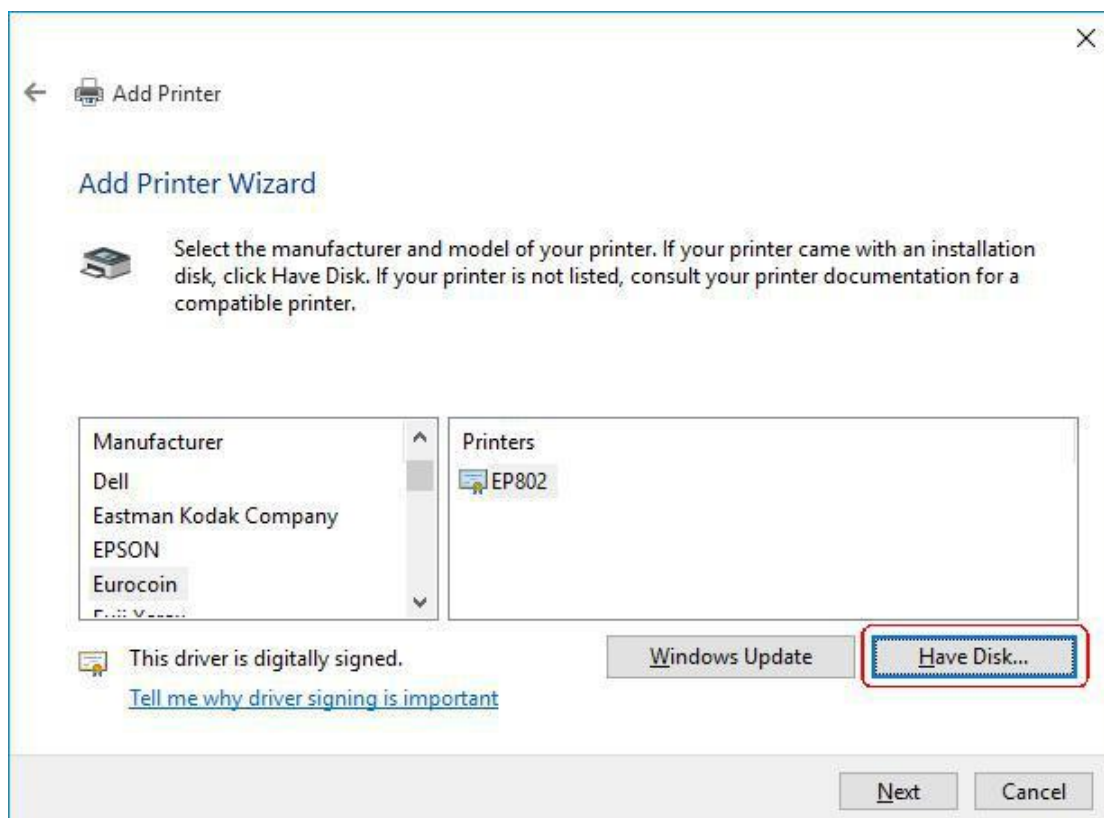
### 2.2.5 Step 5

Choose a USB port, then click [Next] to continue.



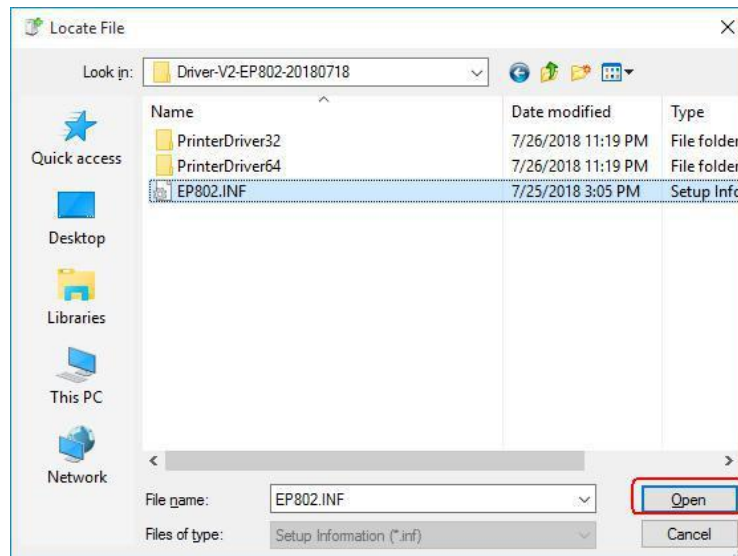
### 2.2.6 Step 6

Choose [Have Disk] to continue.

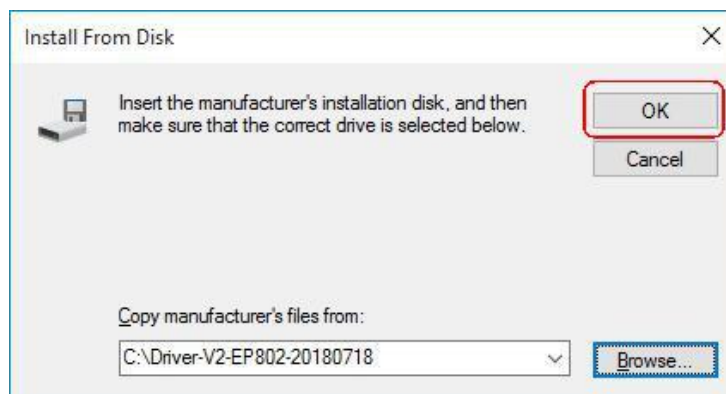


Choose [Browse] the .INF driver file and [Open] it.

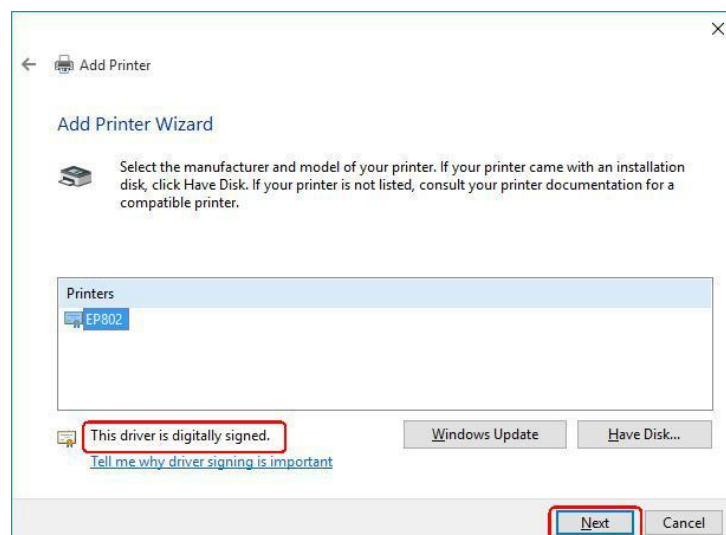
If the “PrinterInstall.exe” installation was used before, Please unzip the file Driver-V2-EP802-20180718.zip again.



Click [OK] and [Next] to continue.

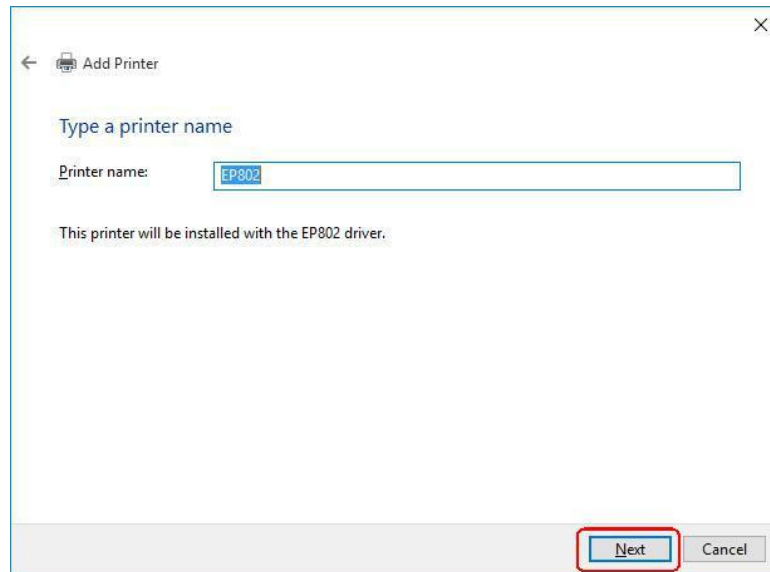


Here, users can see “This driver is digitally signed” (It’s only at Windows10 64bit)



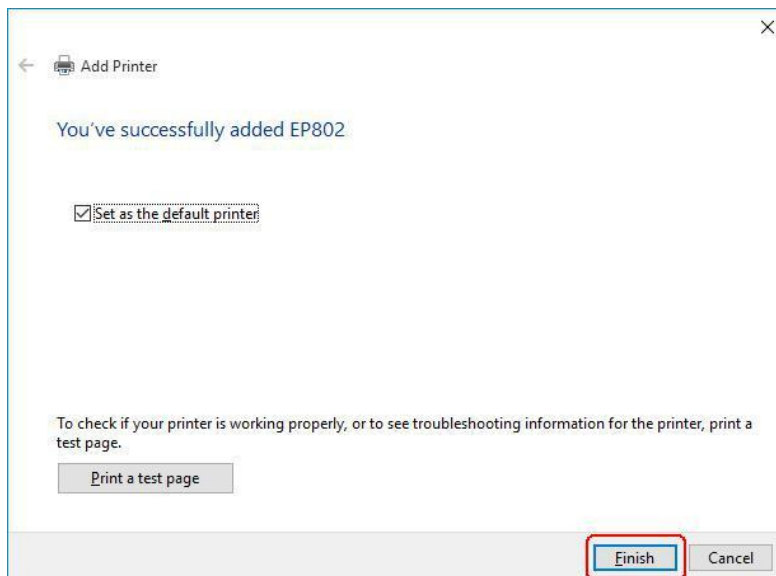
### 2.2.7 Step 7

Type a printer name, then click [Next] to continue.



### 2.2.8 Step 8

The driver has been added successfully, click [Finish] to finish the steps.



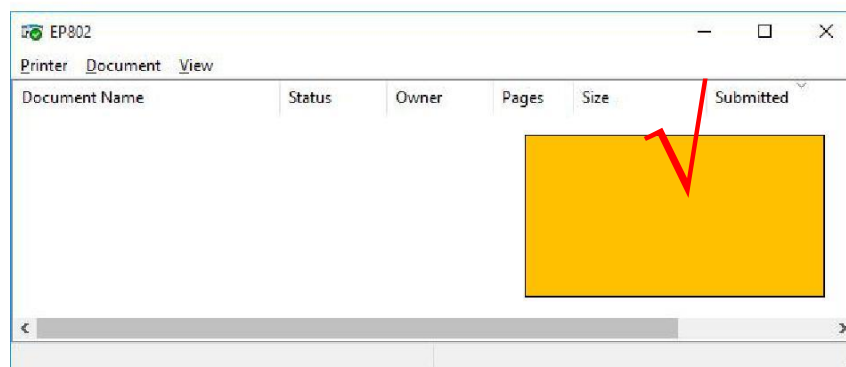
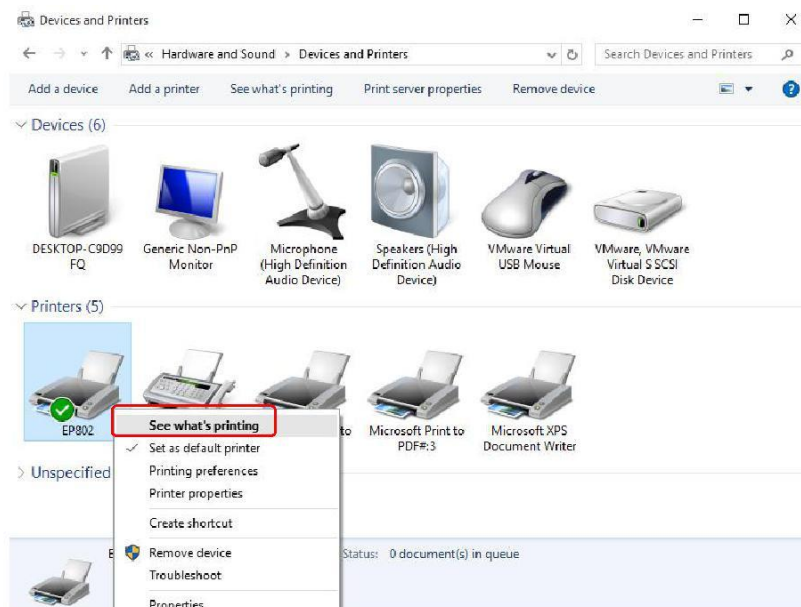
### 2.2.9 Step 9

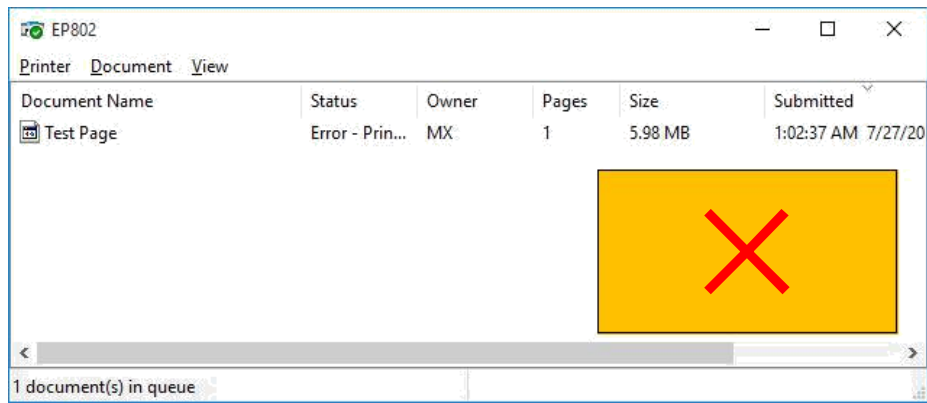
restart your computer.

### 3. Driver uninstallation

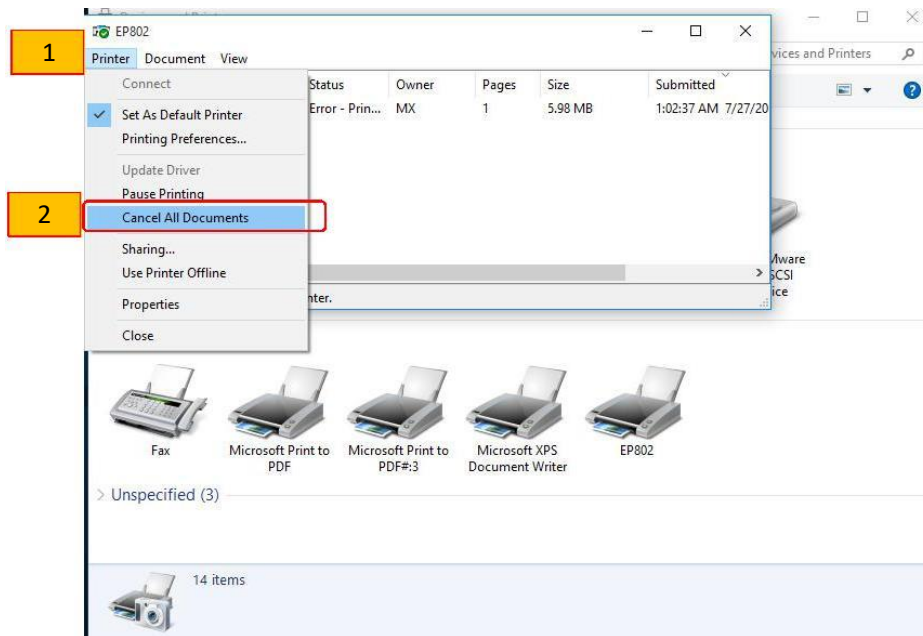
#### 3.1 Step 1

Before run the Uninstaller, users should make sure there is no printing tasks in the printing queue as below.



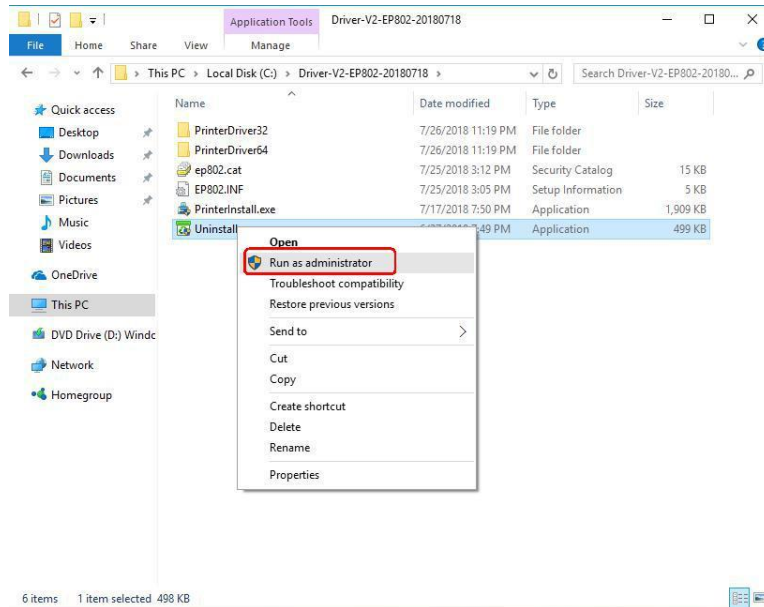


\*If there is some tasks or some error tasks, users can delete them as below

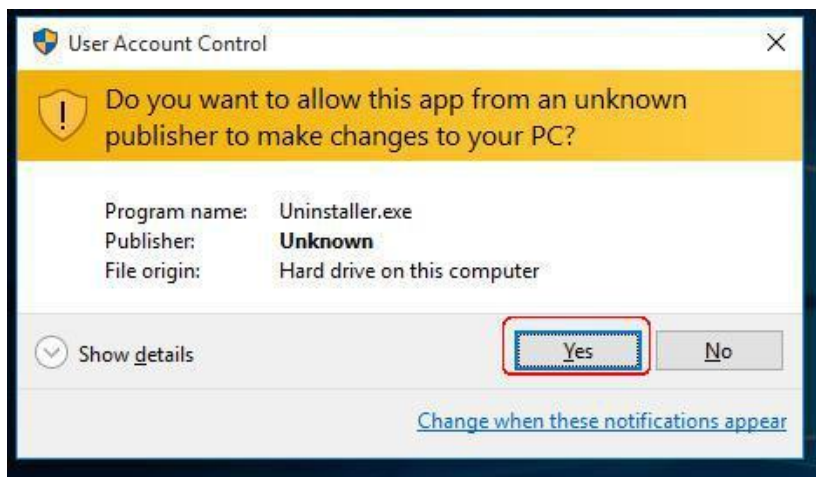


### 3.2 Step 2

Right click “Uninstaller.exe” ,Select “Run as administrator”



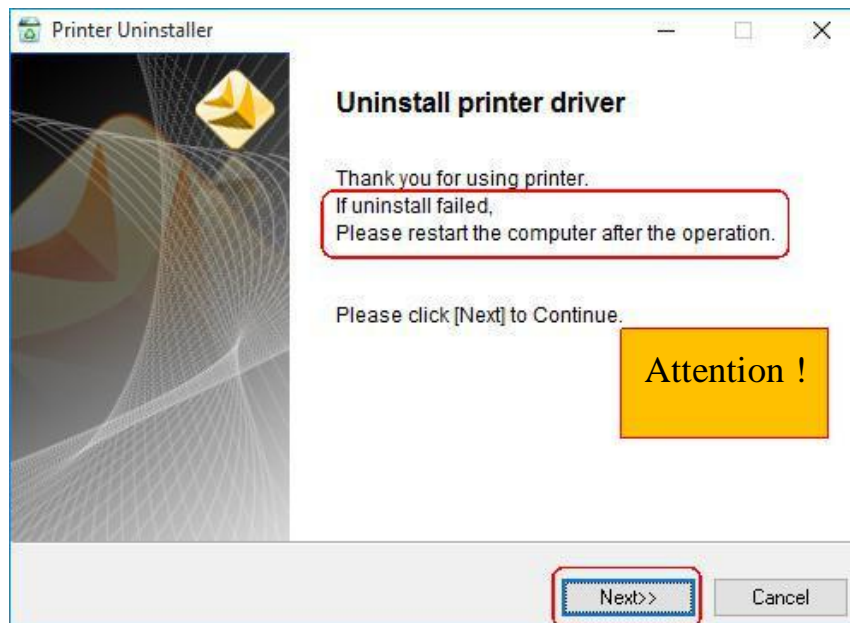
Choose [Yes] to continue.





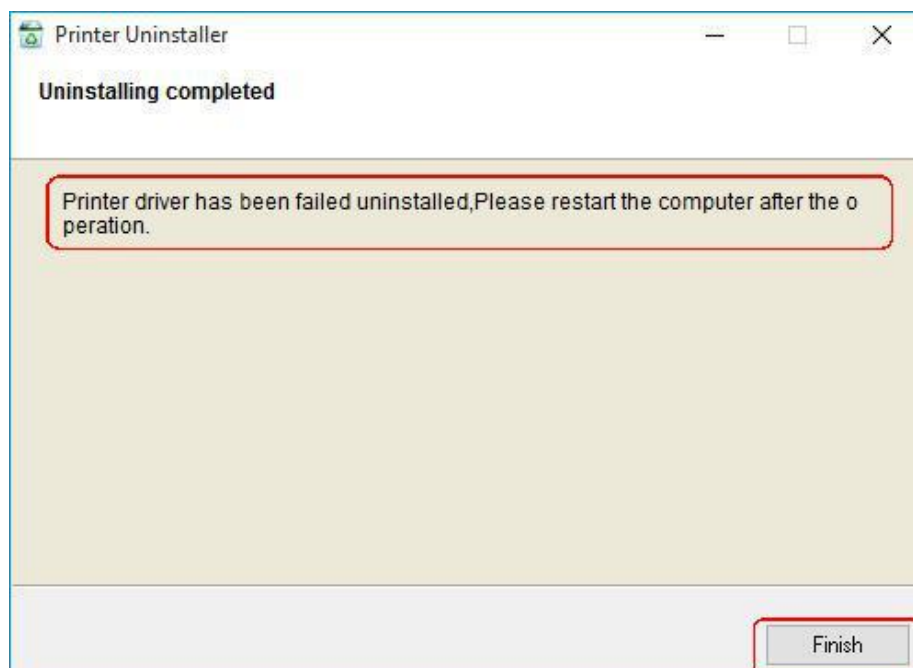
### 3.3 Step 3

Choose [Next] to continue



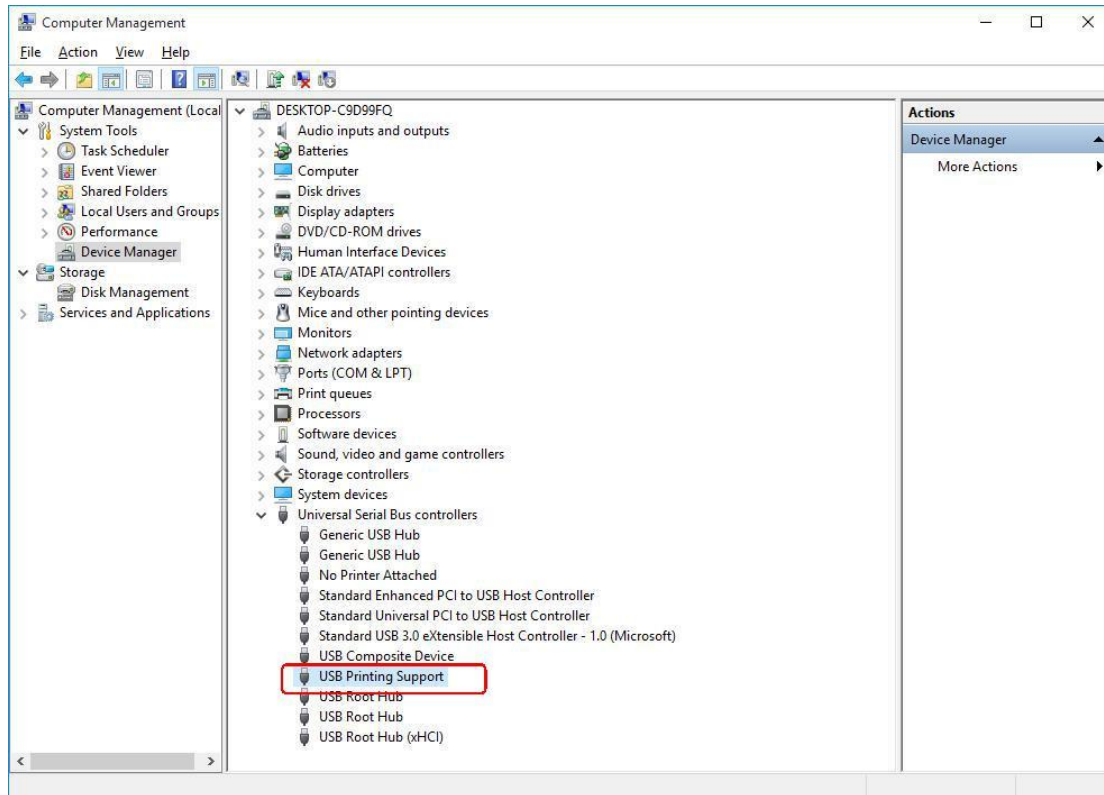
### 3.4 Step 4

If the pop window show failure as below , then please choose [Finish] to finish the uninstall operations, and go to restart the computer directly.

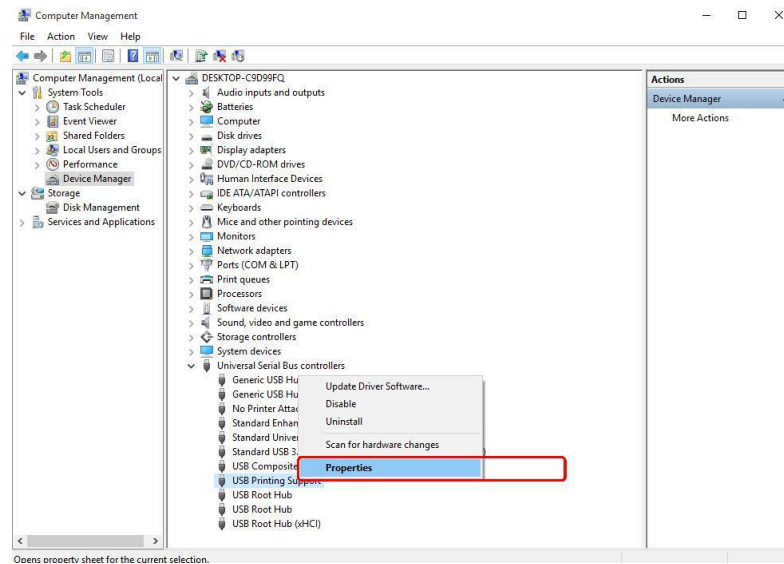


#### 4. How to check which USB port the printer connected

If the Driver has been installed successful, and printer has connected, then the “Universal Serial Bus controllers” list will show “USB printing Support” as below.



Click [Properties] go to next interface.



Choose the [Children] option to see the connected USB port.

