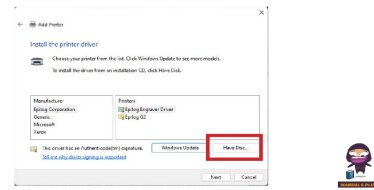


TechSupport Windows 11 Legacy Driver



TechSupport Windows 11 Legacy Driver User Guide

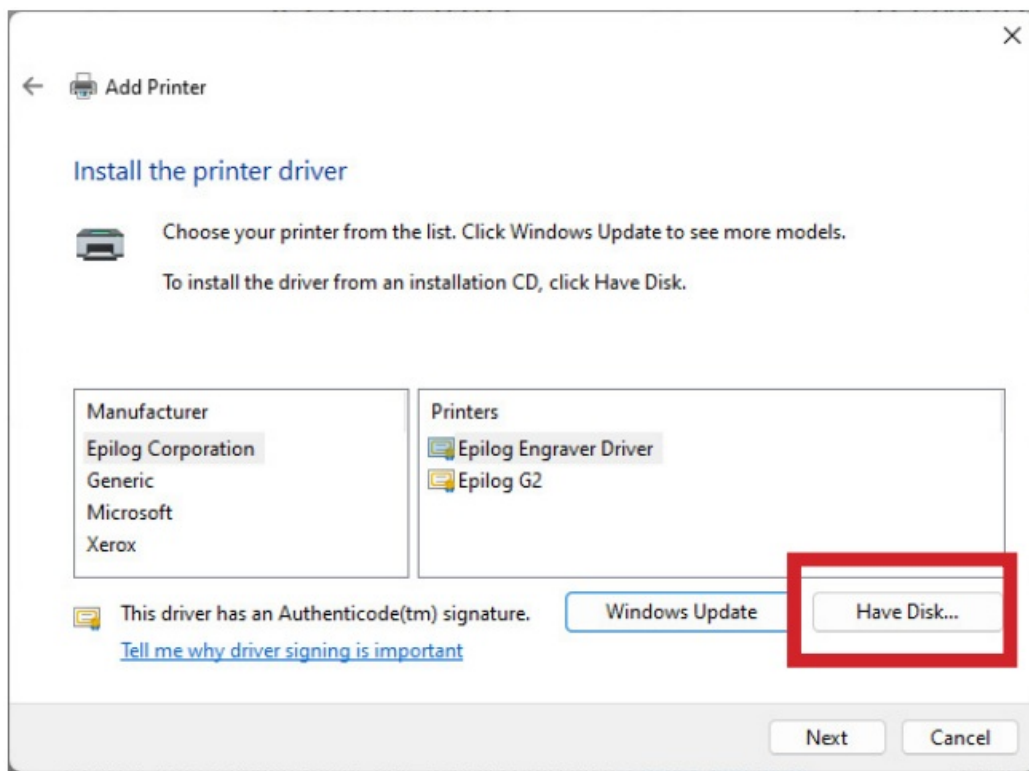
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TechSupport Windows 11 Legacy Driver



FAQ

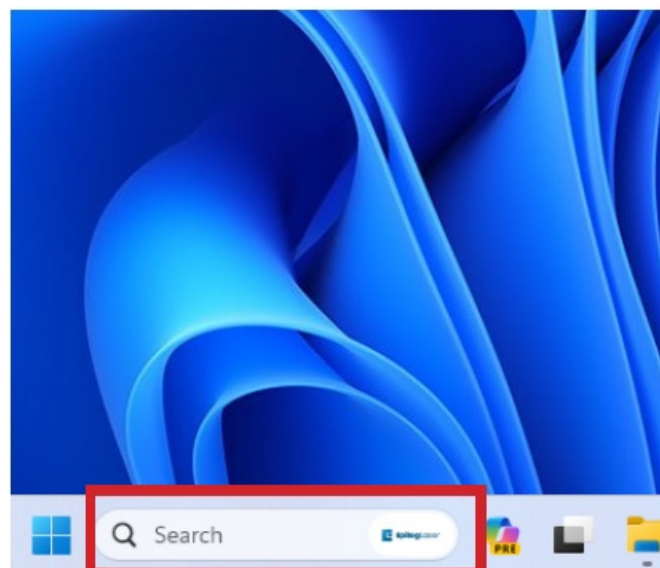
• Unable to send a job to the machine?

- Verify that the IP address of the laser matches what was entered during driver install.
- Ensure that the USB connection is not active while using Ethernet.
- Check the Ethernet cable for any issues.

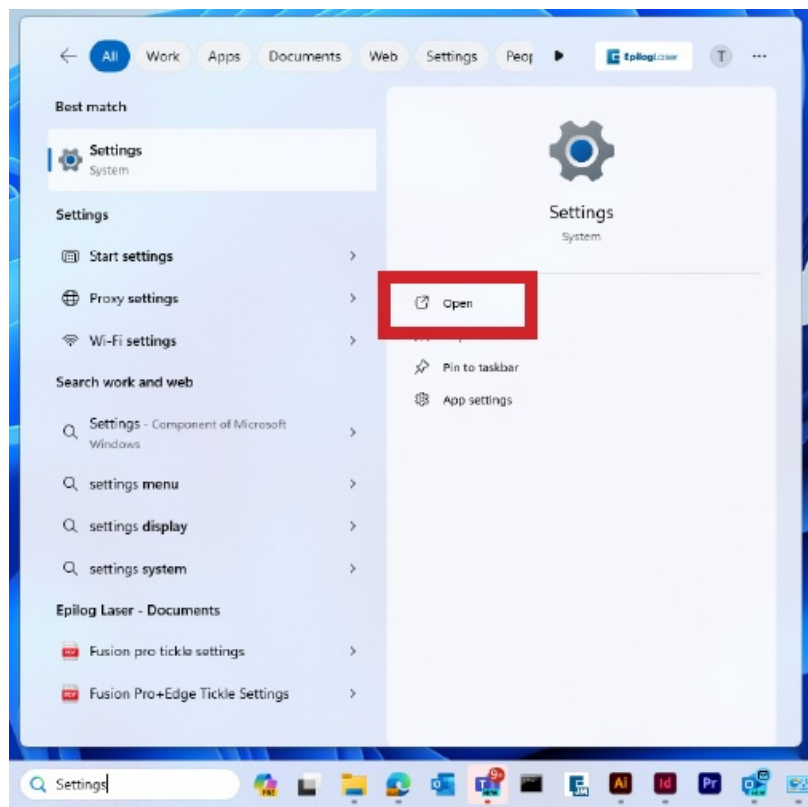
For further technical support, visit <https://www.epiloglaser.com/tech-support/technicalsupport/>

Before beginning, connect the laser to your computer with an Ethernet cable and turn the machine on.

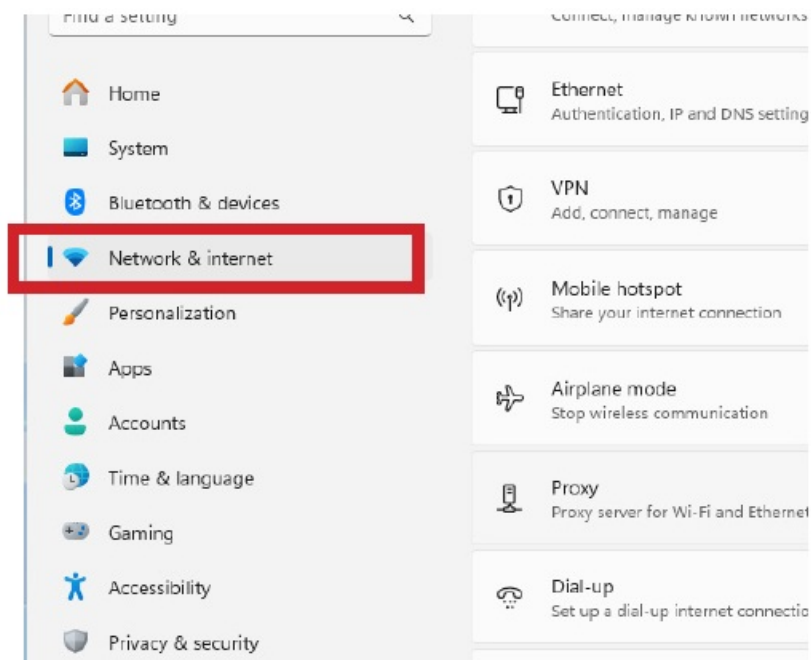
Ethernet Adapter/Port Setup



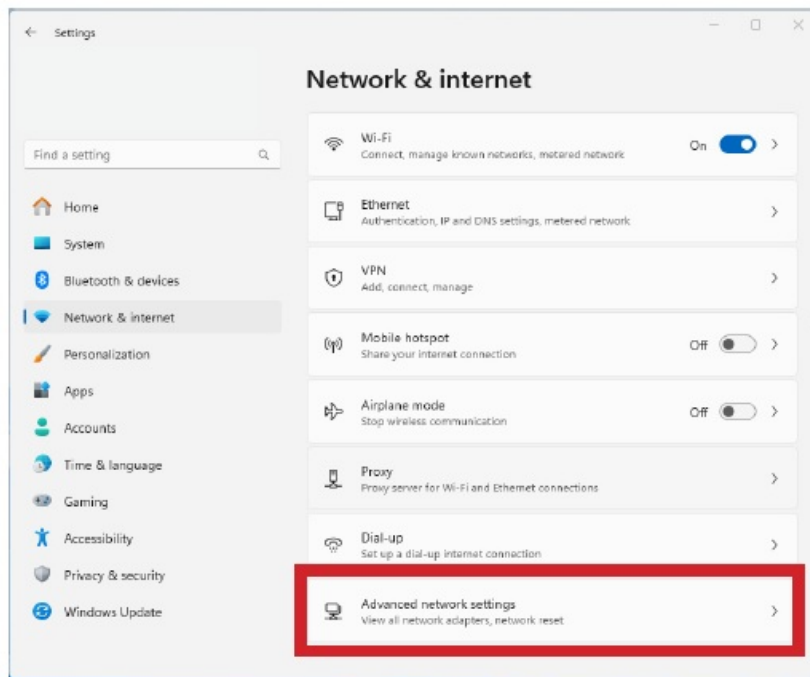
1. In the search bar at the bottom of the screen, type Settings.



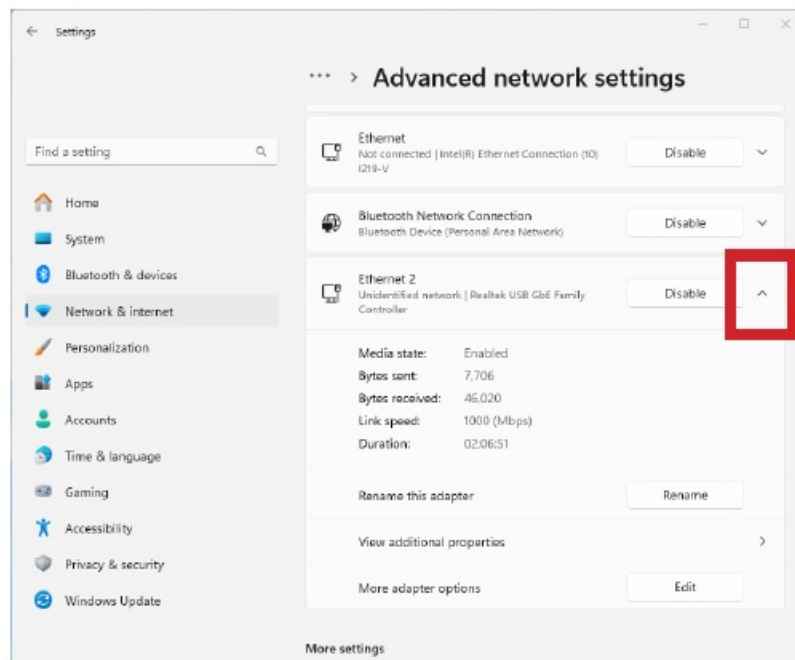
2. Click Open.



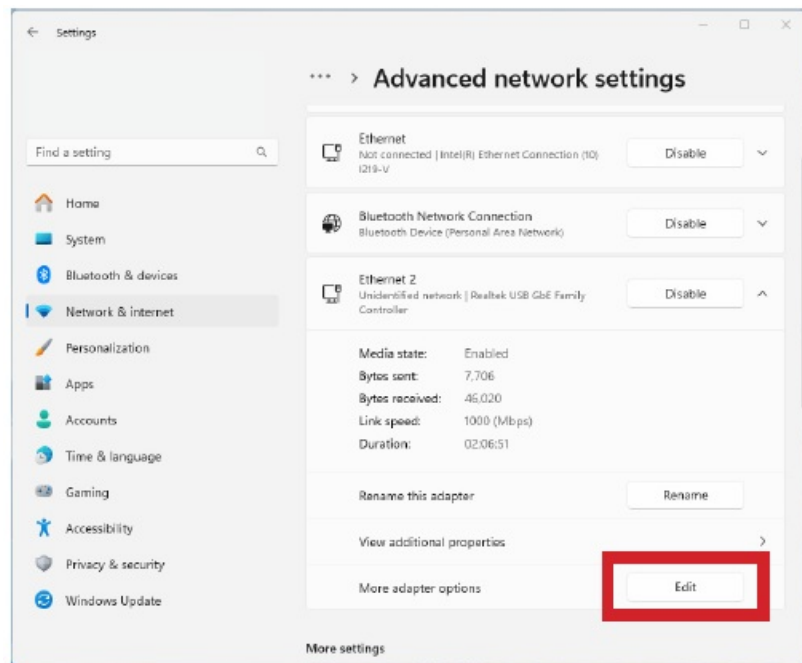
3. Click Network and Internet.



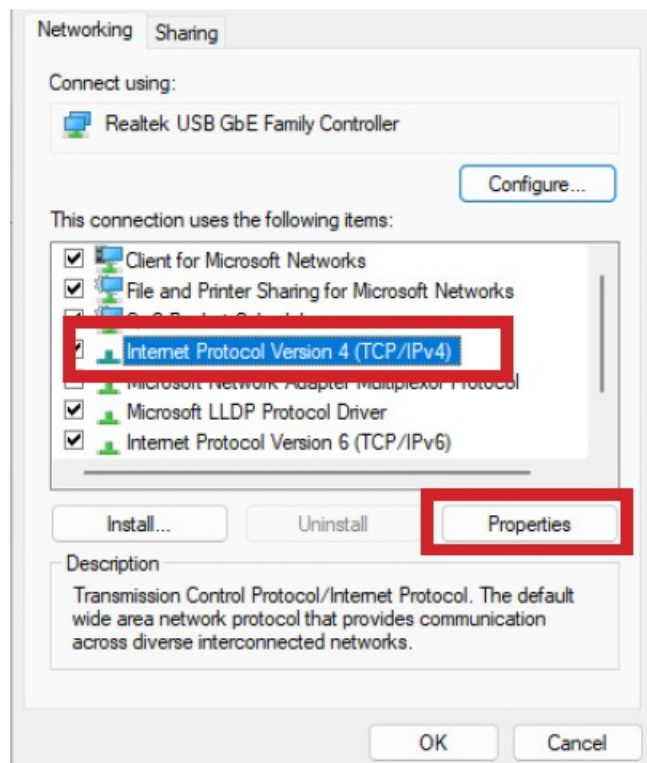
4. Click Advanced Network Settings.



5. Select the drop down arrow next to the lasers Ethernet connection. It will often say unidentified network.



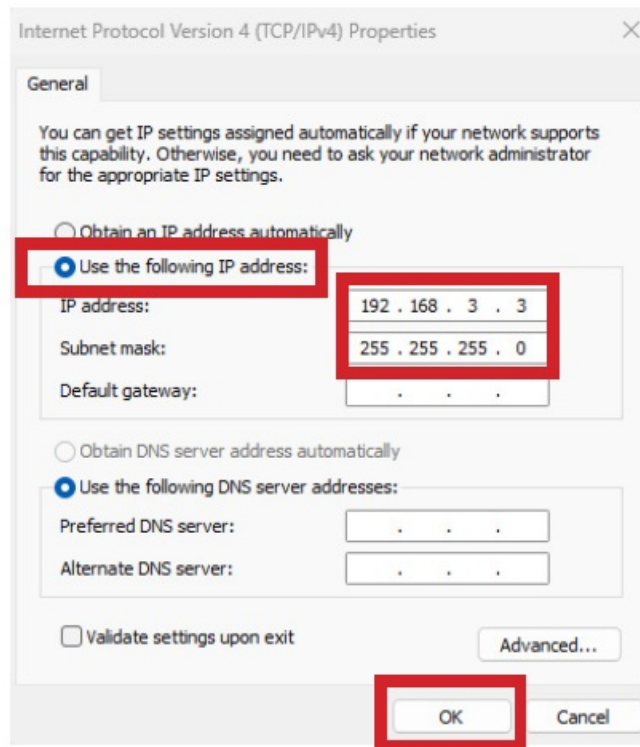
6. Next to More adapter settings, click Edit.



7. Select Internet Protocol Version 4 (TCP/IP), then click Properties.

8. Select Use the Following IP address. Type 192.168.3.3 into the IP address.

- The last digit of this IP address will be different from the IP address of the laser.

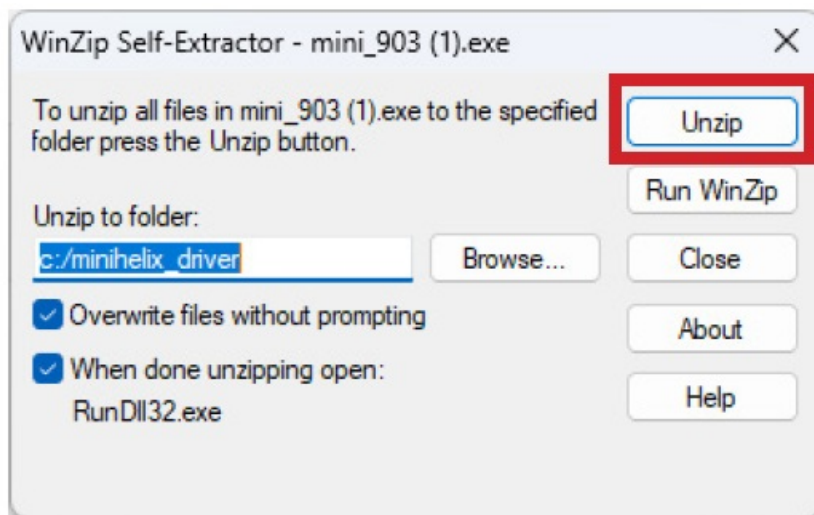


9. Click the Subnet Mask field. It will auto-populate with 255.255.255.0.
10. Then click OK.

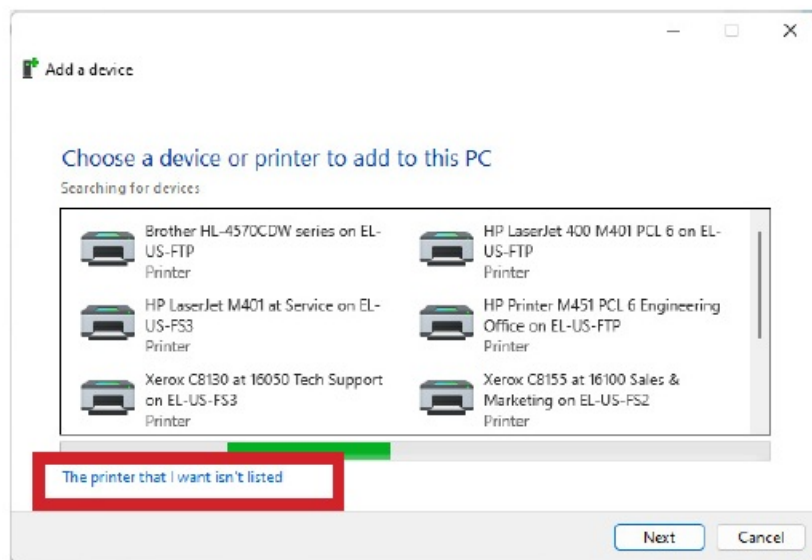
Installing the Driver

This guide is for Ethernet installation of the Mini/Helix, Zing, EXT, and older Fusion/M2 drivers.

1. Download the Driver from <https://www.epiloglaser.com/tech-support/drivers/>

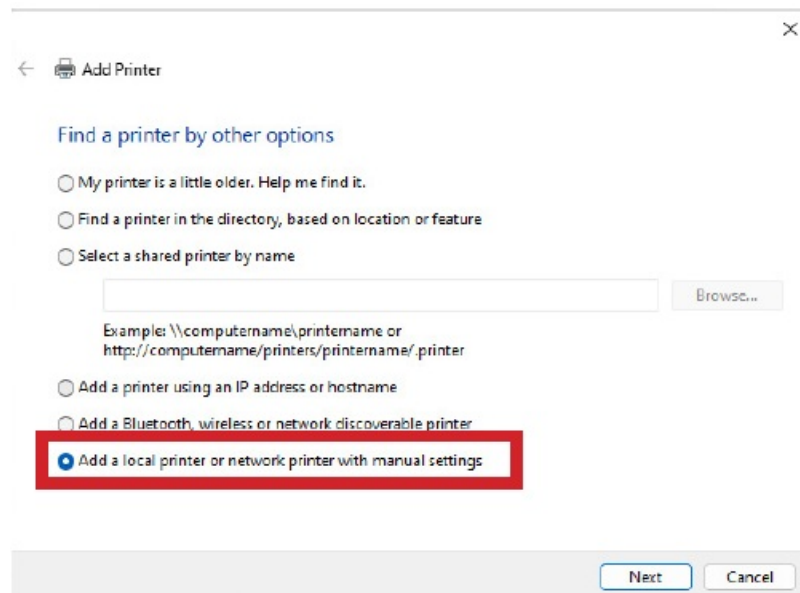


2. Open the downloaded file and click unzip.

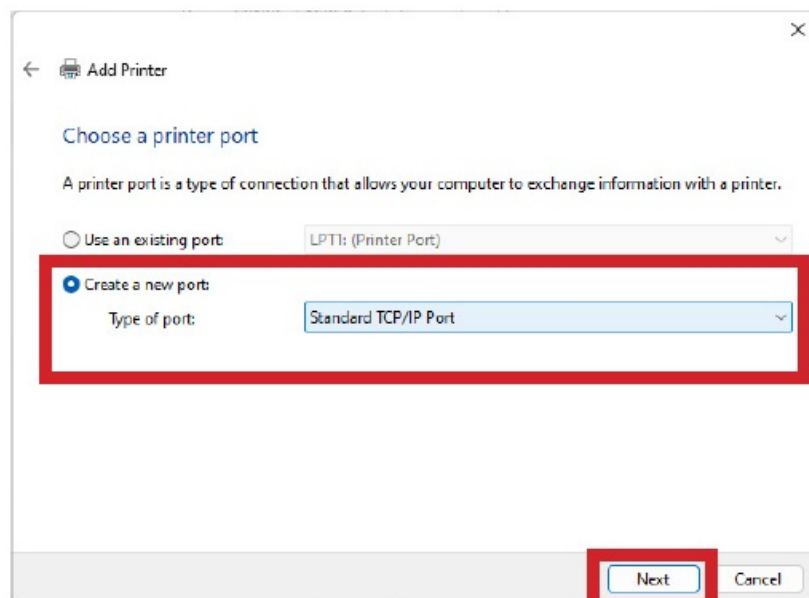


3. The Add a Device window will open up. Click The printer that I want isn't listed.

- To manually launch, open Settings / Bluetooth and Devices / Printers and Scanners / Add a device / The printer I want isn't listed.



4. Select Add a local printer or network printer with manual settings.



5. Select Create a new port. From the drop down menu, select Standard TCP/IP Port. Click Next.

← Add Printer

Type a printer hostname or IP address

Device type: TCP/IP Device

Hostname or IP address: 192.168.3.4

Port name: 192.168.3.4_2

☐ Query the printer and automatically select the driver to use

Next Cancel

6. Deselect Query the printer. Enter the IP address of the laser. The default address is 192.168.3.4. Then click Next.

- If you don't know the IP address of the laser please refer to the Laser System Manual.

← Add Printer

Additional port information required

The device is not found on the network. Be sure that:

1. The device is turned on.
2. The network is connected.
3. The device is properly configured.
4. The address on the previous page is correct.

If you think the address is not correct, click Back to return to the previous page. Then correct the address and perform another search on the network. If you are sure the address is correct, select the device type below.

Device Type

☐ Standard Generic Network Card

☒ Custom Settings...

Next Cancel

7. Select Custom and click Settings.

Configure Standard TCP/IP Port Monitor

Port Settings

Port Name: 192.168.3.4

Printer Name or IP Address: 192.168.3.4

Protocol

☐ Raw ☒ LPR

Raw Settings

Port Number: 9100

LPR Settings

Queue Name: Helix

☐ LPR Byte Counting Enabled

☐ SNMP Status Enabled

Community Name: public

SNMP Device Index: 1

OK Cancel

8. Select LPR protocol. Enter the machine model in Queue Name. Click OK.

Add Printer

Additional port information required

The device is not found on the network. Be sure that:

1. The device is turned on.
2. The network is connected.
3. The device is properly configured.
4. The address on the previous page is correct.

If you think the address is not correct, click Back to return to the previous page. Then correct the address and perform another search on the network. If you are sure the address is correct, select the device type below.

Device Type

☐ Standard Generic Network Card

☒ Custom Settings...

Next Cancel

9. Click Next.

Add Printer

Install the printer driver

Choose your printer from the list. Click Windows Update to see more models.

To install the driver from an installation CD, click Have Disk.

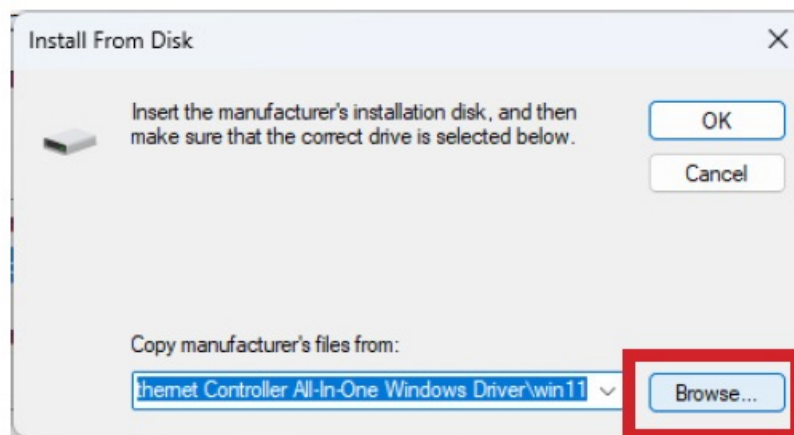
| | |
|--------------------|------------------------|
| Manufacturer | Printers |
| Epilog Corporation | Epilog Engraver Driver |
| Generic | Epilog G2 |
| Microsoft | |
| Xerox | |

This driver has an Authenticode(tm) signature. [Tell me why driver signing is important](#)

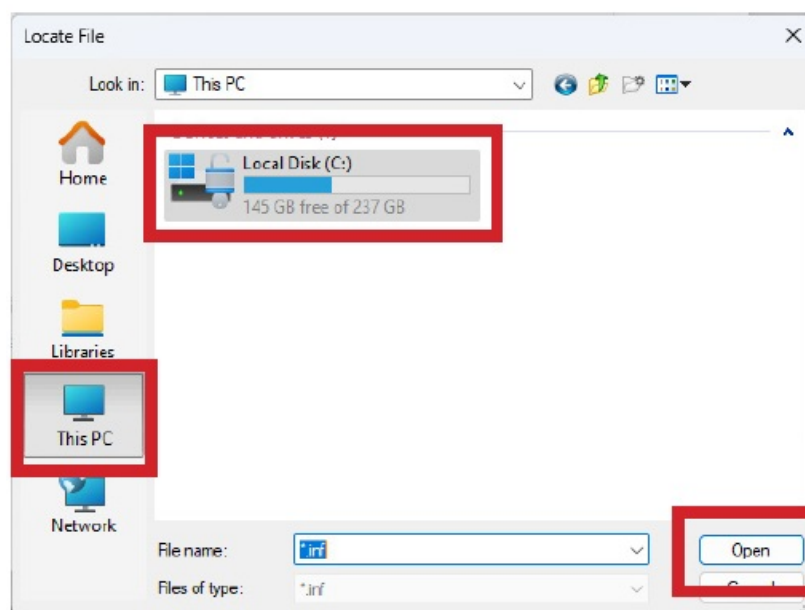
Windows Update Have Disk...

Next Cancel

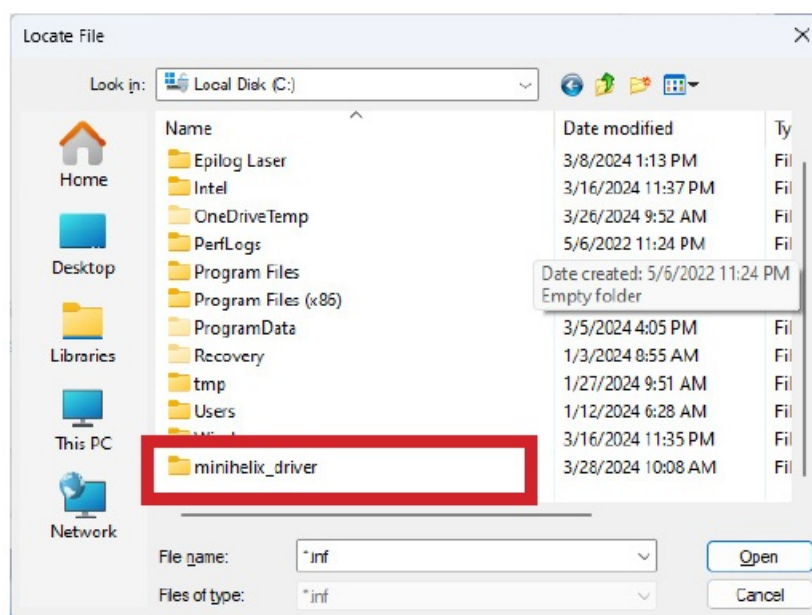
10. Click Have Disk.



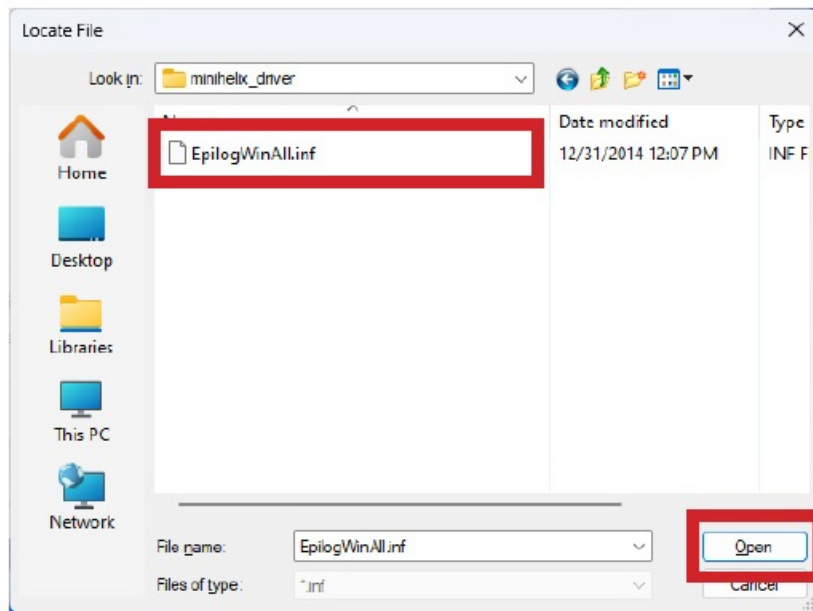
11. Click Browse.



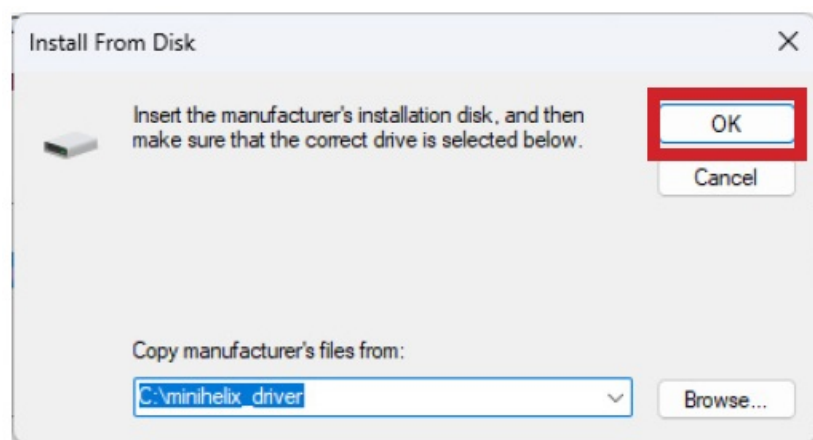
12. Click This PC, Local Disk (C:), Open.



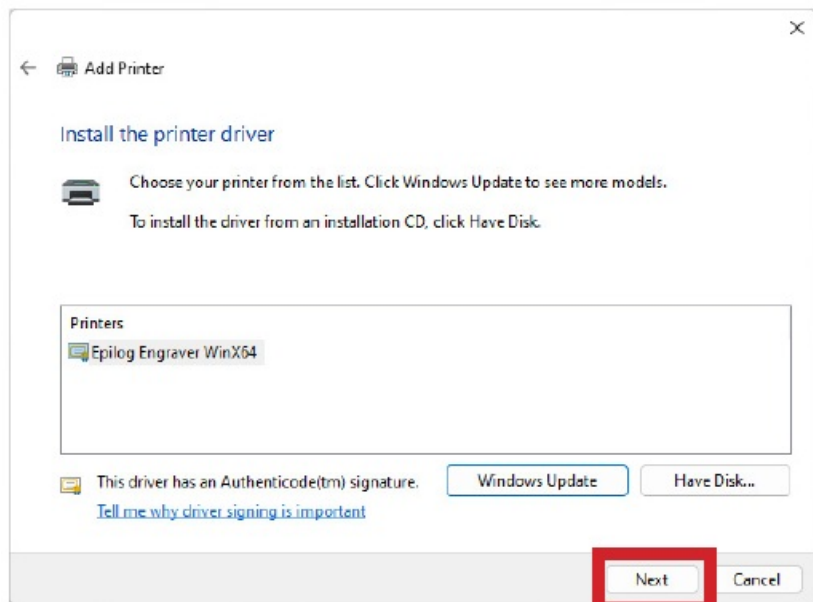
13. Open the driver file for your machine.



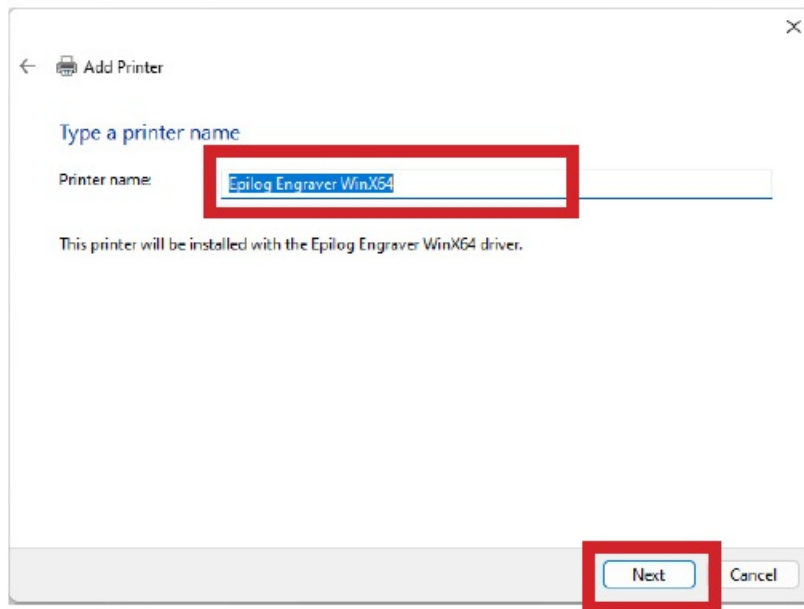
14. Select the .inf file and click Open.



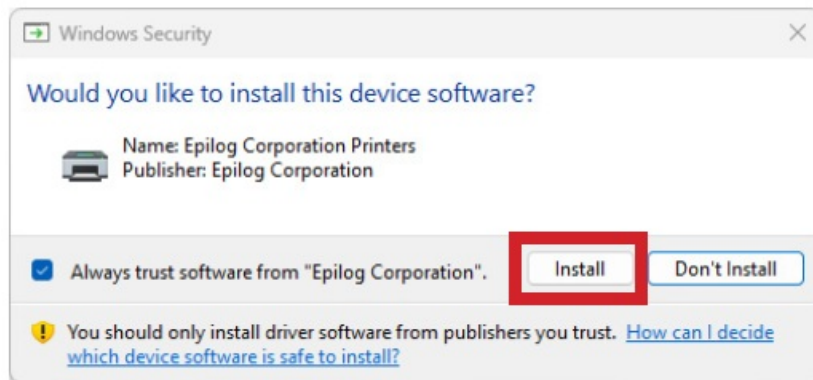
15. Click OK.



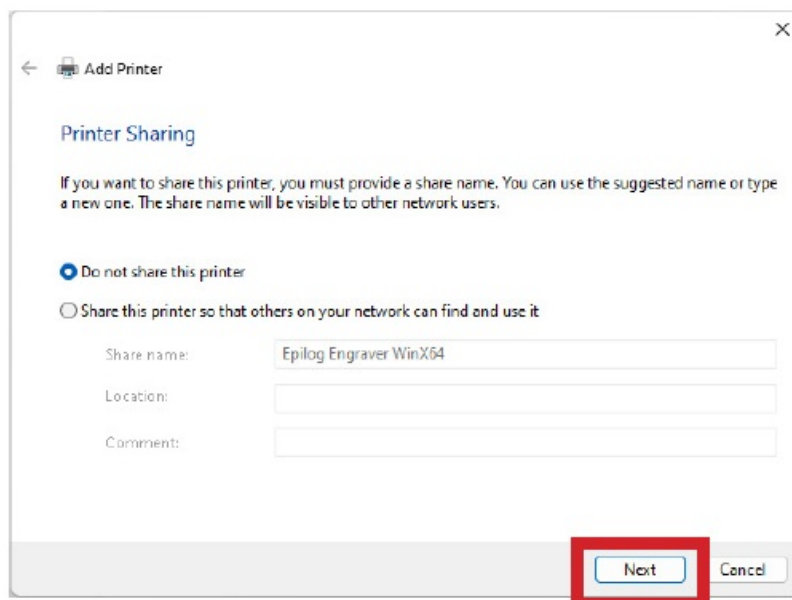
16. Click Next.



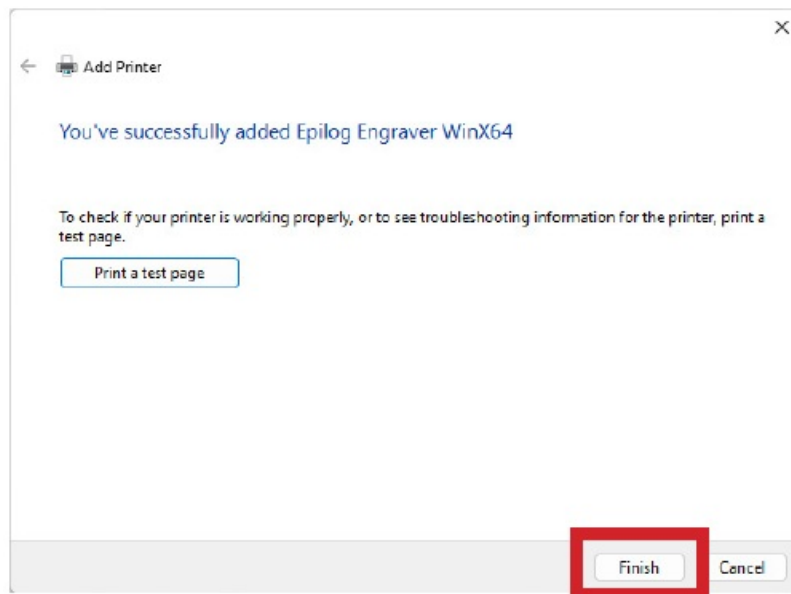
17. Name the printer or leave the default name and click Next.



18. Click Install.



19. Leave Do not share this printer selected and click Next.



20. Click Finish.

You have now completed the Ethernet installation of your Legacy Driver.

Unable to send a job to the machine

- Verify the IP address of the laser matches what was entered during driver install.
- Make sure the USB is NOT connected.
- Test your Ethernet cable.

Further support is available at <https://www.epiloglaser.com/tech-support/technicalsupport/>

Documents / Resources

| | |
|--|--|
| | <p>TechSupport Windows 11 Legacy Driver [pdf] User Guide Windows 11 Legacy Driver, Windows 11, Legacy Driver, Driver</p> |
|--|--|

References

- [User Manual](#)

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