

ASK – 2500

Printer Driver

(Version 1.020)

INSTRUCTION MANUAL



Rev.1.02
July, 2010

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<Revision History of the Manual>

Revision number	Date released	Changes to previous revision	Remarks
1.00	2009/08/13	▪ First version	
1.01	2010/02/12	▪ Added how to download printer driver ▪ Revised Fig.23 (Change of the default setting of print mode)	
1.02	2010/07/05	▪ Added support for Windows7	

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This instruction manual describes the display menu and operational method by Windows Vista®, and may differ from other OS software. For other OS systems, please refer to the manuals provided with each OS software.

1. Applicable OS

Windows XP® SP2 or later (English)
Windows Vista® SP1 or later (English)
Windows® 7 (English)

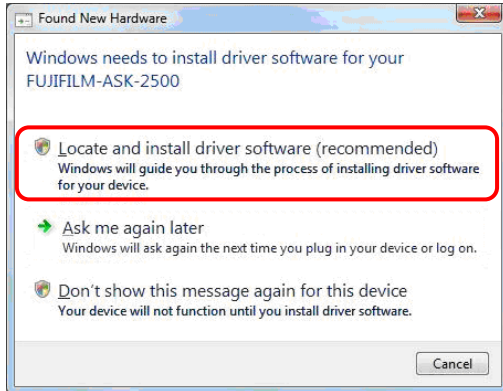
2. System requirements

PC	PC/AT PC which has above mentioned OS pre-installed and equipped with USB port (USB2.0 is recommended).
CPU	1 GHz, 32 bit (x86) processor, or 64 bit (x64) processor
RAM	512MB of RAM (1GB recommended)
HDD	HDD with 1GB or more of unused memory space (more space is required during installation).

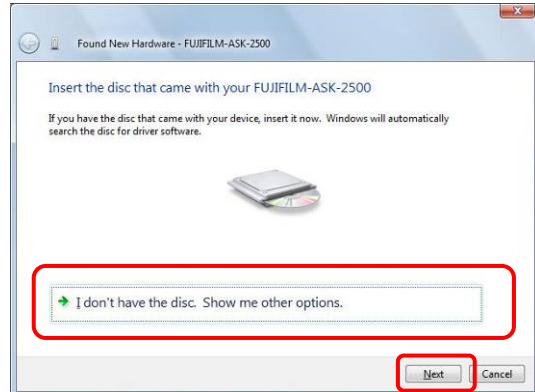
3. How to install printer driver

* Using Windows Vista

- (1) Log-in as Administrator or with the authority of Administrator.
- (2) When Printer is connected, play and plug will start and will request Printer Driver.
- (3) Select [Locate and install driver software (recommended)]. (Fig.1)
- (4) Select [I don't have the disc. Show me other options.] , then choose [Next]. (Fig.2)

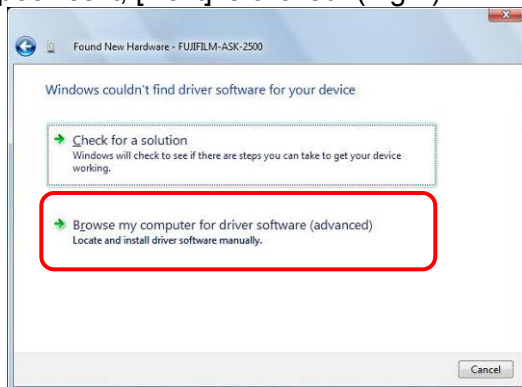


[Fig.1]

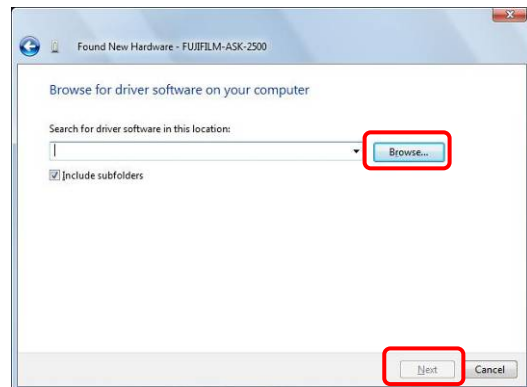


[Fig.2]

- (5) Select [Browse my computer for driver software(advanced)]. (Fig.3)
- (6) [Browse] is clicked, and the folder where the driver software is preserved is specified. After it specifies it, [Next] is clicked. (Fig.4)

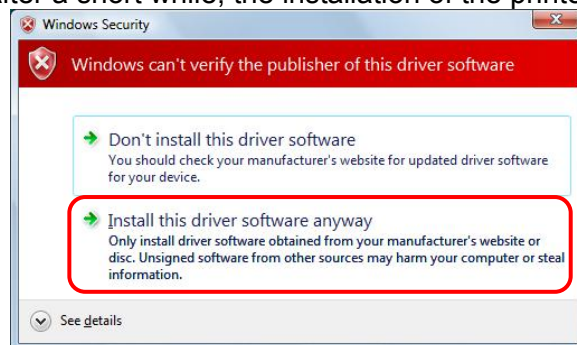


[Fig.3]

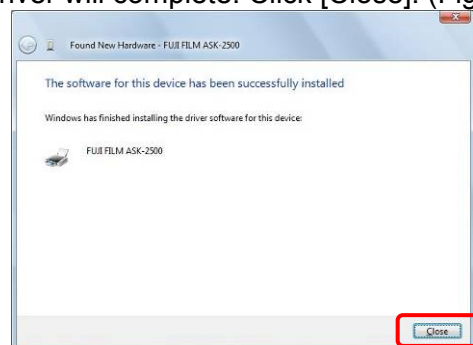


[Fig.4]

- (7) While a warning for non-verified driver software will be displayed, click [Install this driver software anyway].(Fig.5)
- (8) After a short while, the installation of the printer driver will complete. Click [Close]. (Fig.6)



[Fig.5]

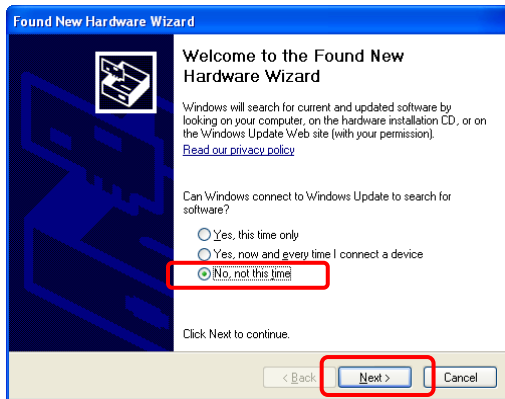


[Fig.6]

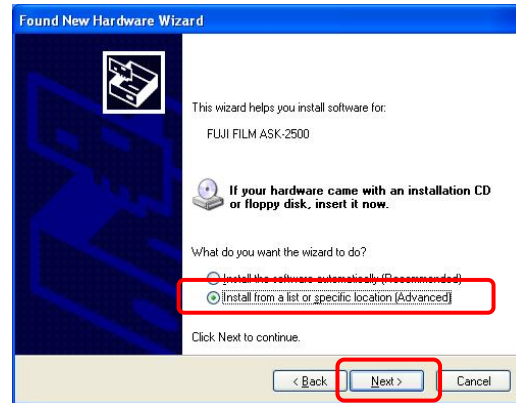
- (9) It may sometimes happen that the printer driver storage folder has to be designated again. Follow the instruction Chapter 9 "Troubleshooting" <<If the printer driver location is asked.>>.

*Using Windows XP

- (1) Log-in as Administrator or with the authority of Administrator.
- (2) When Printer is connected, play and plug will start and will request Printer Driver.
- (3) Under “Hardware Wizard” select the [No, not this time] and choose [Next]. (Fig.7)
- (4) Select [Install from a list of specific location (advanced)] and choose [Next]. (Fig.8)

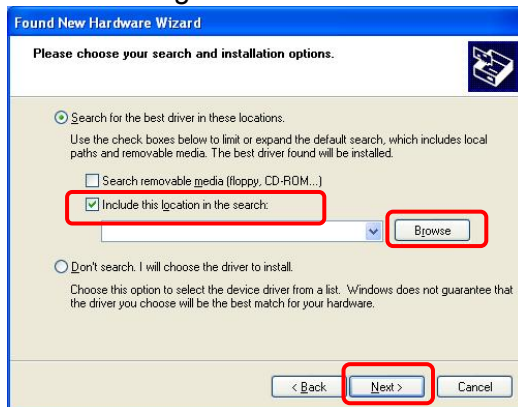


[Fig.7]

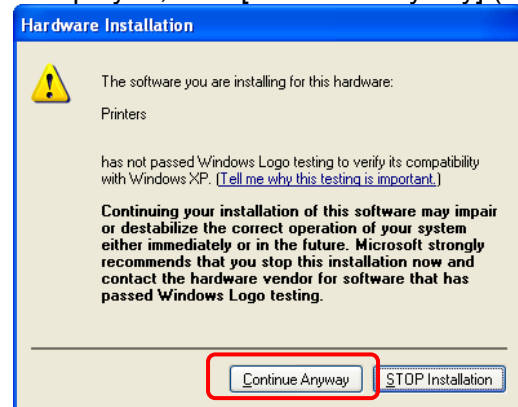


[Fig.8]

- (5) Select [include this location in the search]. [Browse] is clicked, and the folder where the driver software is preserved is specified. After it specifies it, [Next] is clicked. (Fig.9)
- (6) While a warning for hardware installation will be displayed, click [Continue Anyway]. (Fig.10)

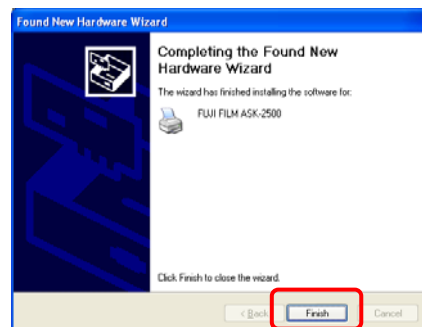


[Fig.9]



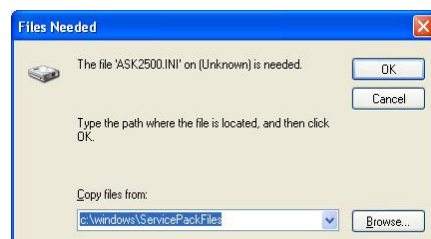
[Fig.10]

- (7) After a short while, the installation of the printer driver will complete. Click [Finish]. (Fig.11)



[Fig.11]

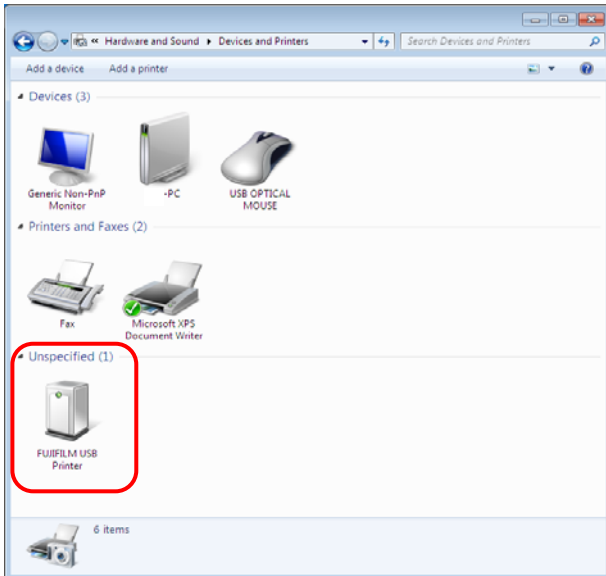
- (8) It may sometimes happen that the printer driver storage folder has to be designated again. Follow the instruction Chapter 9 “Troubleshooting” <<If the printer driver location is asked.>>. (Fig.12)



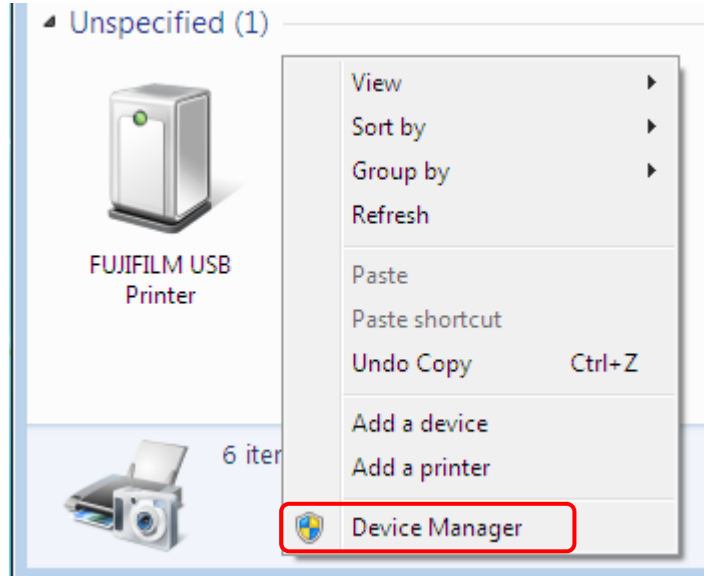
[Fig.12]

* Using Windows 7

- (1) Log-in as Administrator or with the authority of Administrator.
- (2) Connect the printer and open [Devices and Printers]. ASK-2500 is registered as a device of [Unspecified]. (Fig.13)
- (3) Right-click at the blank area and choose [Device Manager] from menu. (Fig.14)

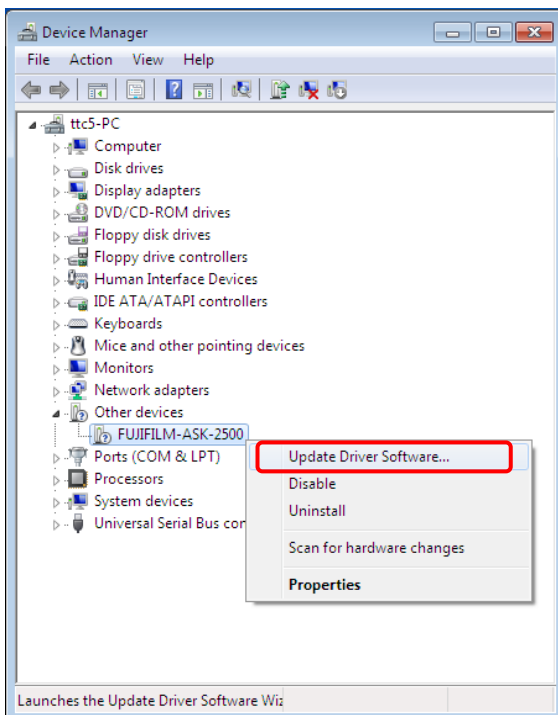


[Fig.13]

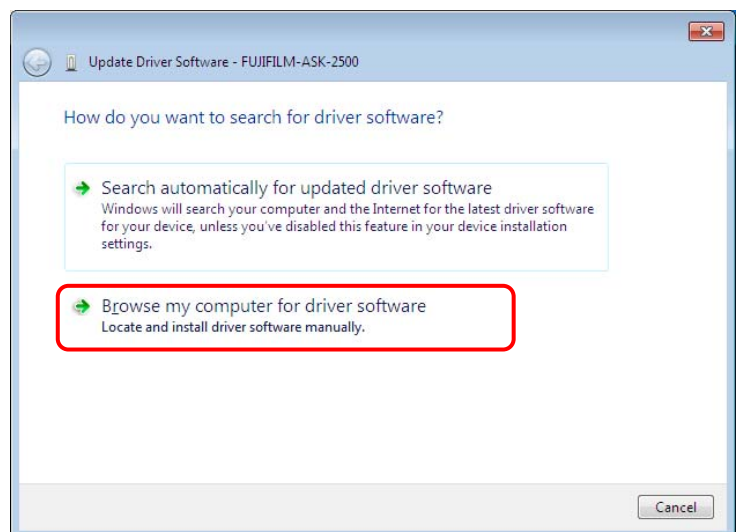


[Fig.14]

- (4) Right-click the ASK-2500 from [Other devices].
- (5) Choose [Update driver Software] from menu. (Fig.15)
- (6) Choose [Browse my computer for driver software]. (Fig.16)

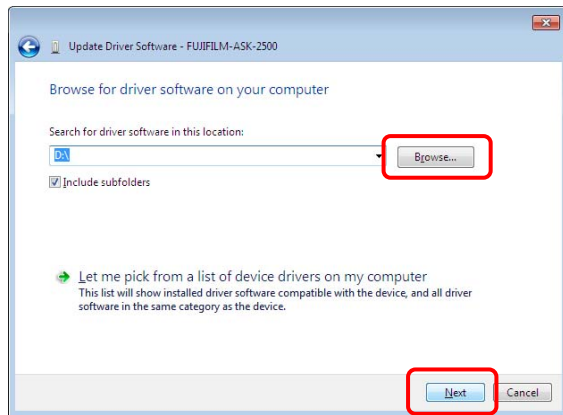


[Fig.15]

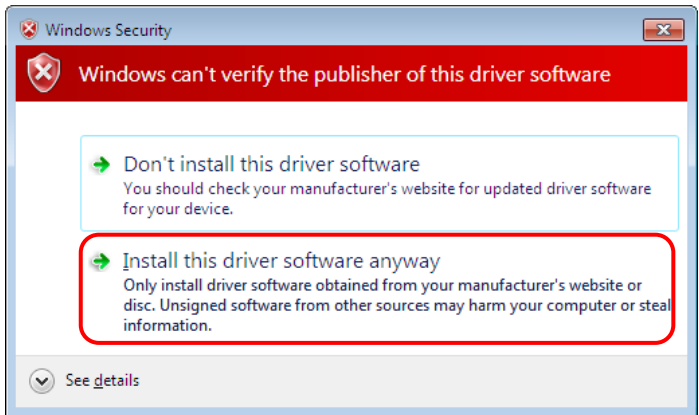


[Fig.16]

- (7) [Browse] is clicked, and the folder where the driver software is preserved is specified. After it specifies it, [Next] is clicked. (Fig.17)
- (8) While a warning for non-verified driver software will be displayed, click [Install this driver software anyway].(Fig.18)

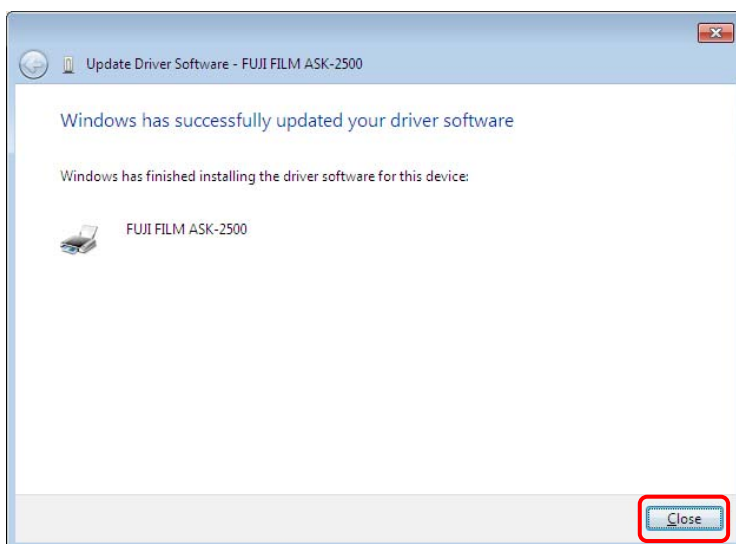


[Fig.17]

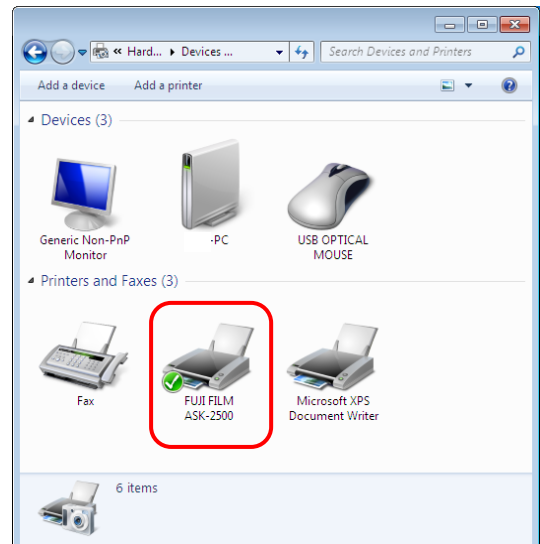


[Fig.18]

- (9) Click [Close] button after following installation. (Fig.19)
- (10) ASK-2500 is registered as a printer. (Fig.20)



[Fig.19]

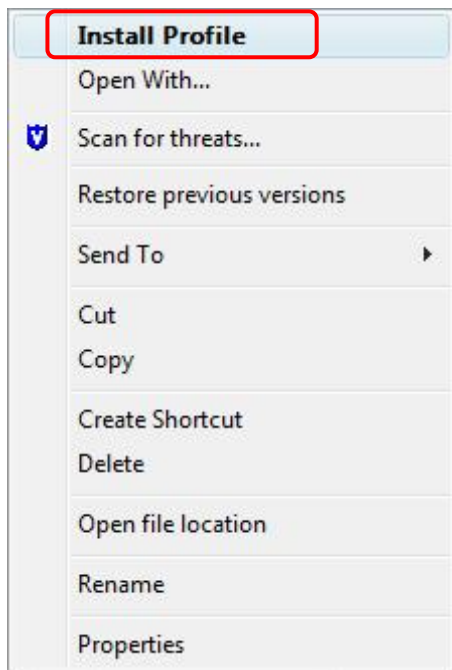


[Fig.20]

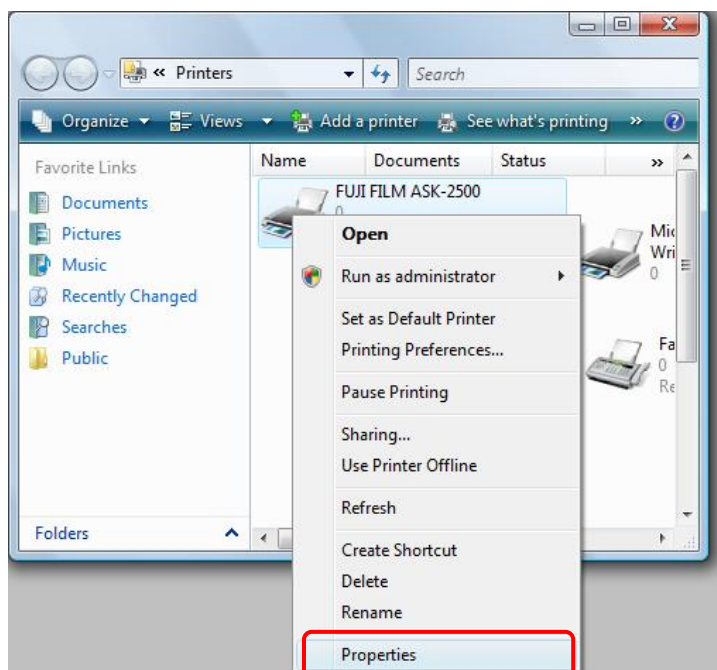
- (11) It may sometimes happen that the printer driver storage folder has to be designated again. Follow the instruction Chapter 9 "Troubleshooting" <<If the printer driver location is asked.>>.

4. How to use ICC Profile

- (1) Install ICC Profile. (Fig.21)
 - Using Explore, select ICC Profile and right click.
 - Select [Install Profile] to install ICC Profile.
- (2) From [Start] menu, select [Printer and Faxes] and click Open.
- (3) Select Printer that you wish to apply ICC Profile. By right click, open menu and select [Properties] .(Fig.22)

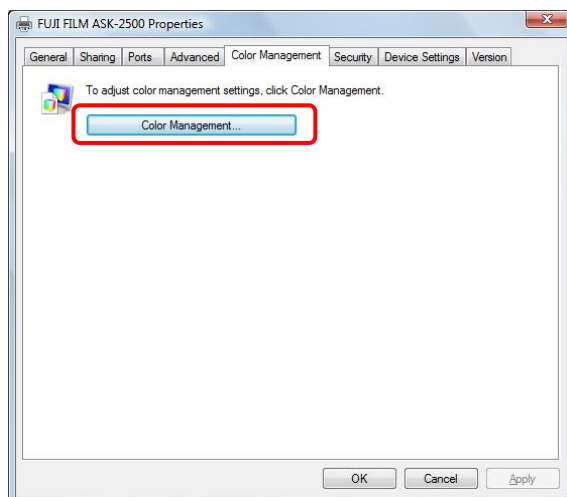


[Fig.21]

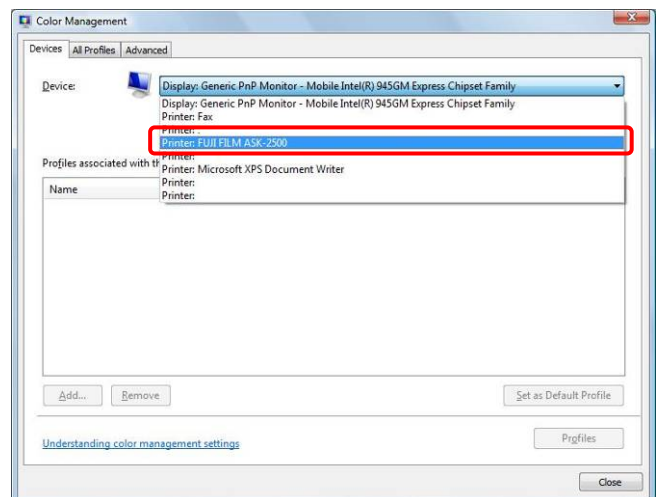


[Fig.22]

- (4) Choose [Color Management] tag, and click [Color Management] button. (Fig.23)
- (5) Select [FUJIFILM ASK-2500] from the pull-down menu of [Device]. (Fig.24)

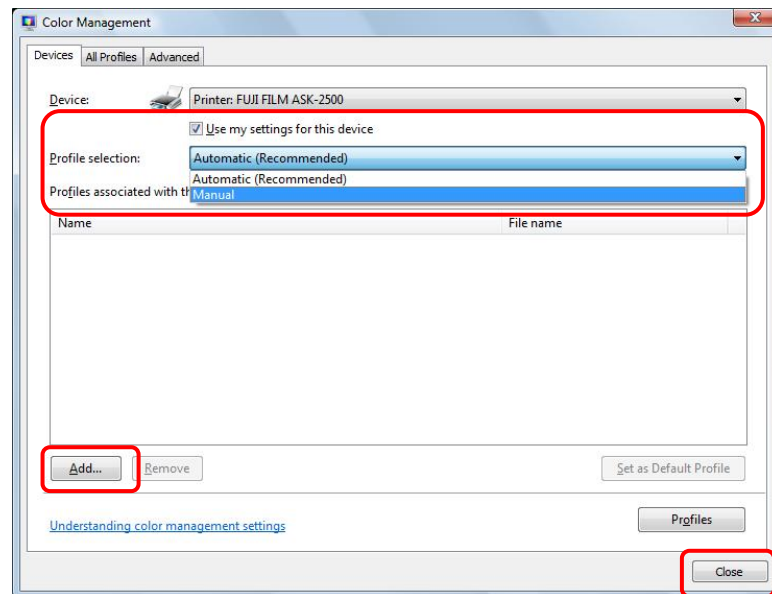


[Fig.23]



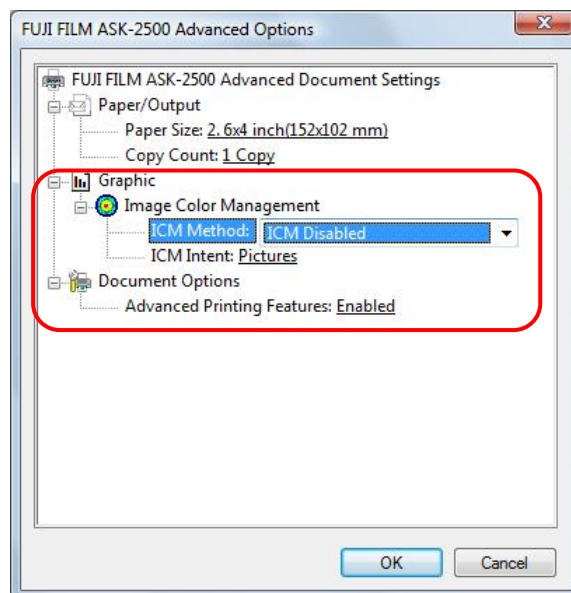
[Fig.24]

- (6) Check [Use my settings for this device] box.
- (7) Select **Manual** (**Important!!**) from the pull-down menu of [Profile selection].(Fig.25)
- (8) Click [Add] and select ICC Profile that has been installed.
- (9) Click [Close] to finish.



[Fig.25]

- You will find [ICM Method] and [ICM Intent] at [Graphic] in [Advanced] of Printer Driver. Please note that they do not function in this Driver.



[Fig.26]

<ICM>: Abbreviation of Image Color Management. It is a general term that manages color in Windows.

5. Functions

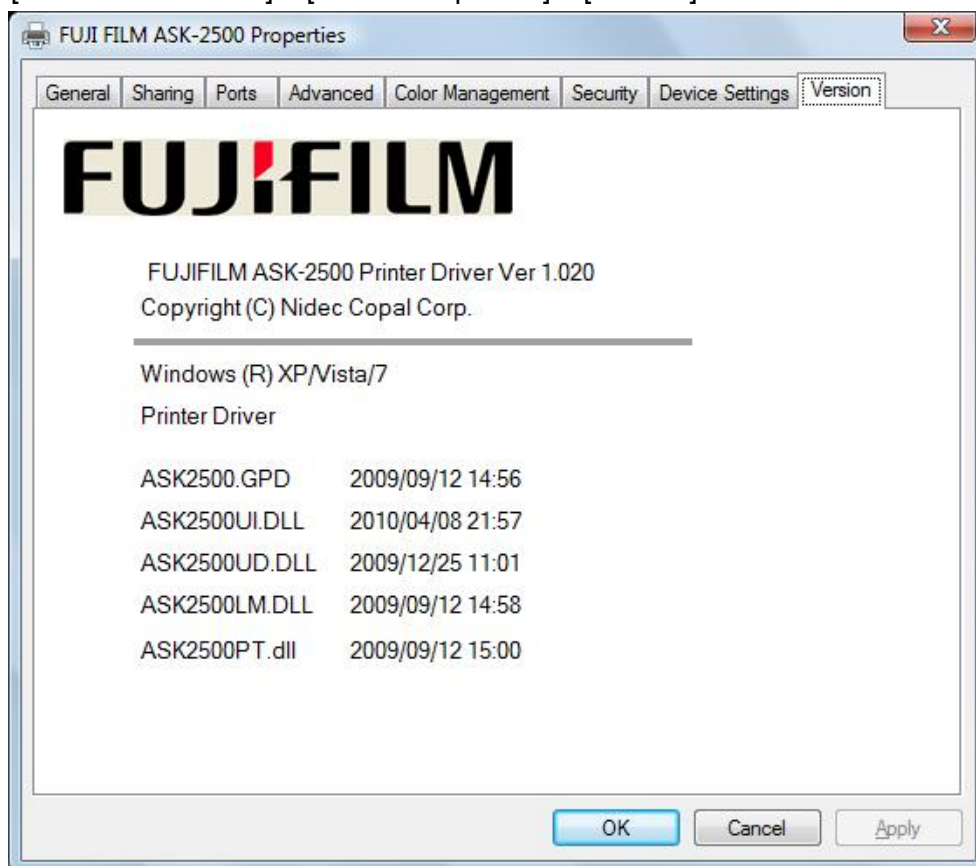
Printer Driver has following functions.

- Display version number
- Function to Set the layout
- Switching between Black & White and Color
- Setting of media size
- Color correction

5.1. Display Version Number

(Screen image shown below is an example. Actual screen image may differ from this example).

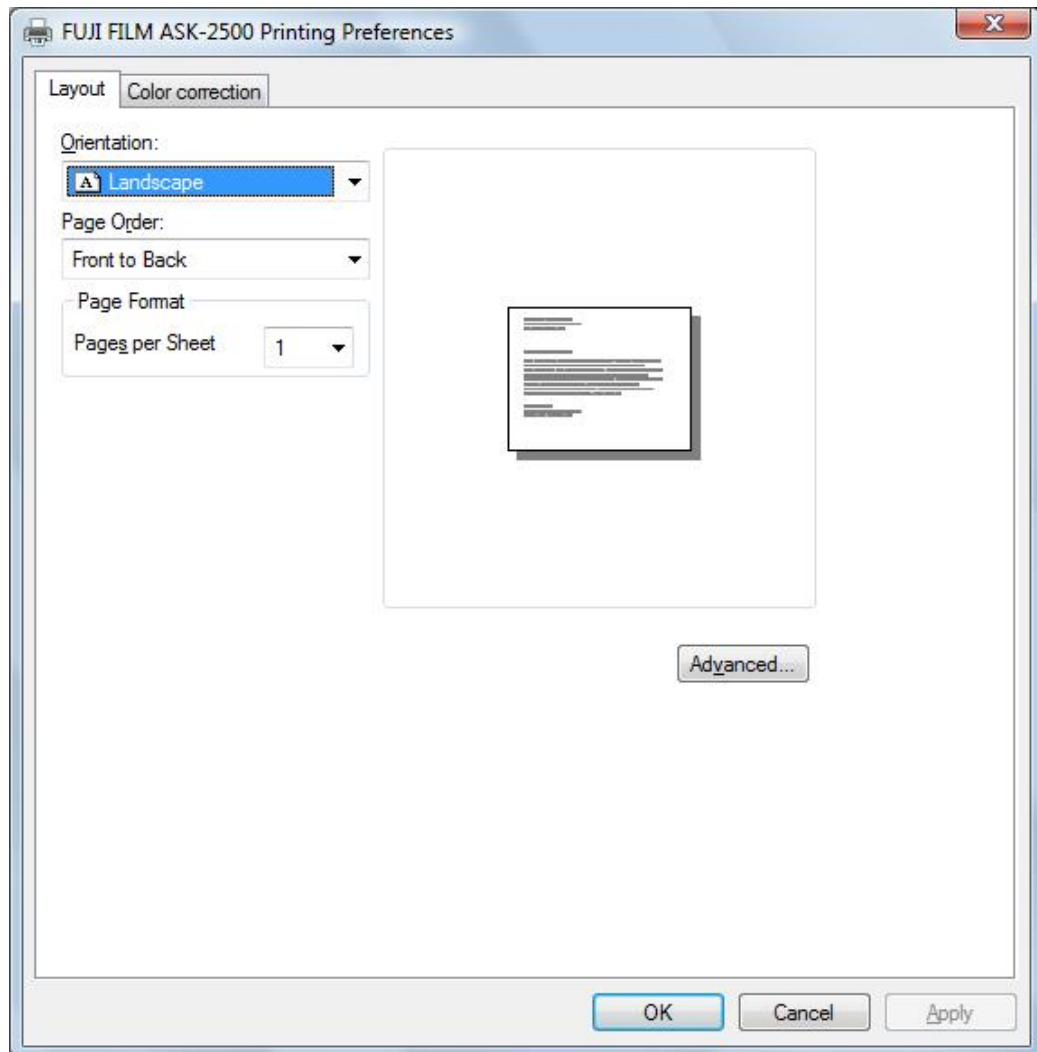
[Start] - [Printers and Faxes] – [Printer Properties] – [Version]



[Fig.27]

5.2. Layout

[Start] - [Printers and Faxes] – [Printer Properties] – [Printing Preferences] – [Layout]



[Fig.28]

[Orientation]

This will let you specify vertical or horizontal printing direction. Fitting the image to the specified orientation of the media will be done by the Application Software.

[Page Order]

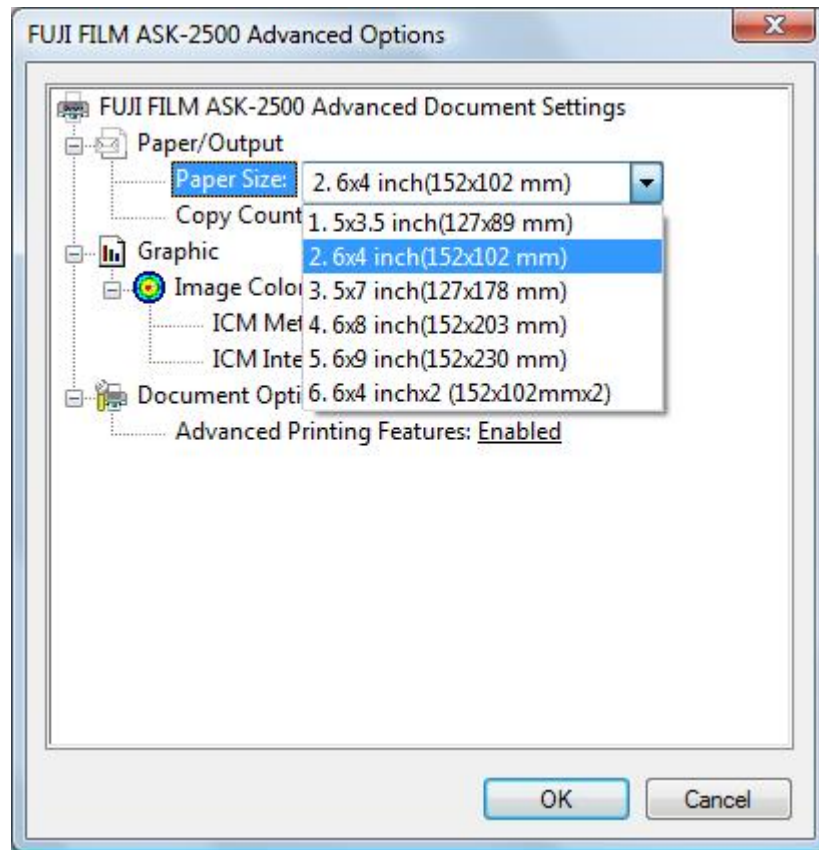
Printing sequence is specified. It is necessary that the Application Software has the function to output multiple pages.

[Pages Per Sheet]

Multiple pages may be combined into one page. It is necessary that the Application Software has the function to output multiple pages.

5.3. Paper Size

[Start] - [Printers and Faxes] – [Printer Properties] – [Printing Preferences] – [Advanced]



[Fig.29]

[Paper Size]

Media size is selected. It is necessary that the setting of the media here matches the type of media (ink ribbon and paper) actually set in the printer.

"1. 5x3.5 inch (127x89 mm)" *Default

"2. 6x4 inch (152x102 mm)"

"3. 5x7 inch (127x178 mm)"

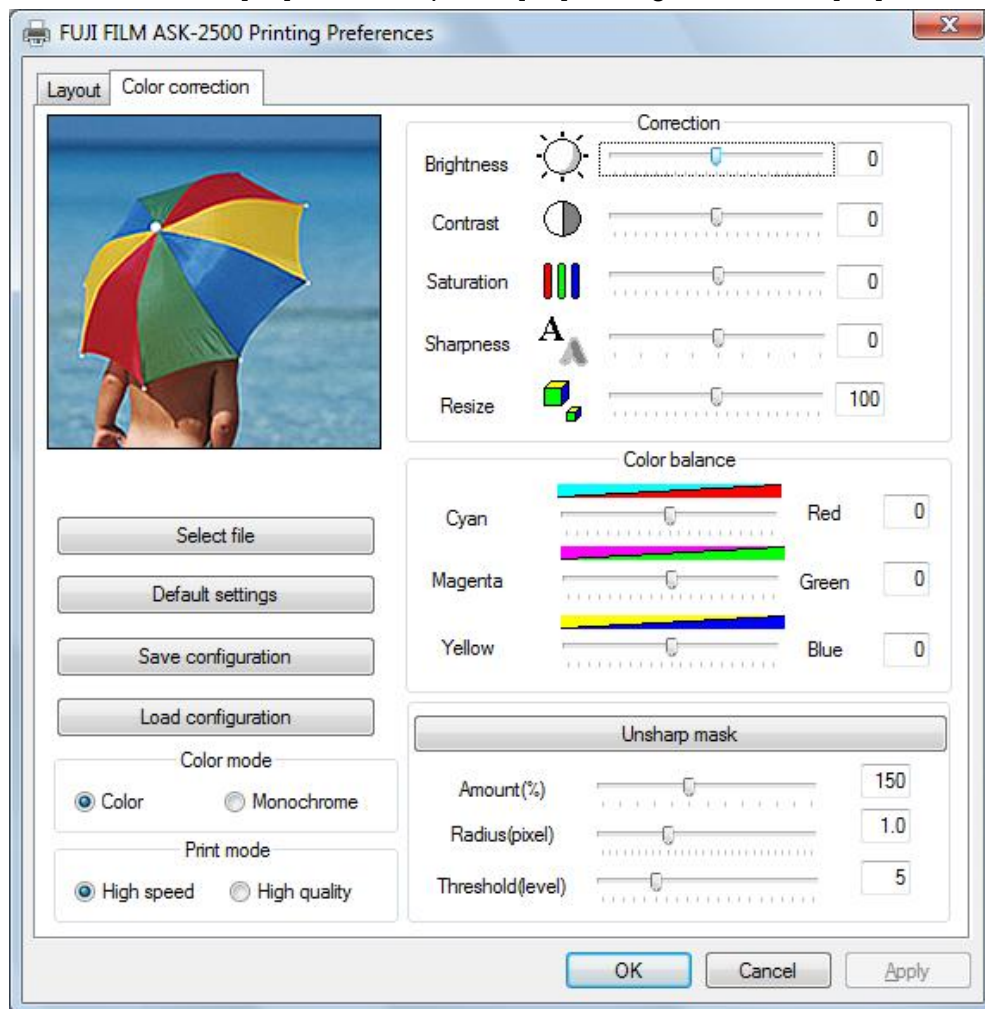
"4. 6x8 inch (152x203 mm)"

"5. 6x9 inch (152x230 mm)"

"6. 6x4 inch x 2 (152x102mmx2)"

5.4. Color correction

[Start] - [Printers and Faxes] – [Printer Properties] – [Printing Preferences] – [Color correction]



[Fig.30]

[Select file]

This will let you choose an image that you like to preview. At Default, the image shown above is displayed. By clicking this button and by choosing an image, the center portion (256x256) of the selected image will be displayed for a preview.

[Default setting]

Data may be reset to the original values. Displayed image will return to the standard image.

[Save configuration]

You may save color correction data you set. Once the data is saved, it may be called out by [Load configuration].

[Load configuration]

Color correction data saved by [Save configuration] may be called out to apply it again.

[Color mode]

Either Black and White Print (Monochrome) or Full Color Print (Color) can be selected.

[Print mode]

Either High Speed Print mode (High speed) or High Quality Print mode can be selected.

[Brightness]

[Meaning]: Alters the brightness of the image

[Range]: (Dark) -10 to 0 to +10 (Bright)

[Contrast]

[Meaning]: Alter the contrast of the image

[Range]: (Low) – 10 to 0 to +10 (High)

[Saturation]

[Meaning]: Alter color saturation of the image

[Range]: (Low) – 10 to 0 to +10 (High)

[Sharpness]

[Meaning]: Alter sharpness of the image

[Range]: (No adjustment) 0 to +7 (Strong)

[Resize]

[Meaning]: Enlarge/reduce image size

[Range]: (Reduce) 90 to 100 to 110 (Enlarge)

[Red (Cyan)]

[Meaning]: Alter image color

[Range]: -10 to 0 to +10

[Green (Magenta)]

[Meaning]: Alter image color

[Range]: -10 to 0 to +10

[Blue (Yellow)]

[Meaning]: Alter image color

[Range]: -10 to 0 to +10

[Unsharp mask]

[Meaning]: To apply unsharp mask

[Range]: On or Off

[Amount]

[Meaning]: Set unsharp mask level

The level here means the amount of increase in contrast of pixel.

[Range]: 25% to 150 to 325% (in the step of 25%)

[Radius]

[Meaning]: Set the radius of unsharp mask range

Radius indicates the value how sharp the pixels around edge pixels may be made.

[Range]: 0.1 to 1.0 to 3.0 (in the step of 0.1)

[Threshold]

[Meaning]: Set the threshold value for unsharp mask

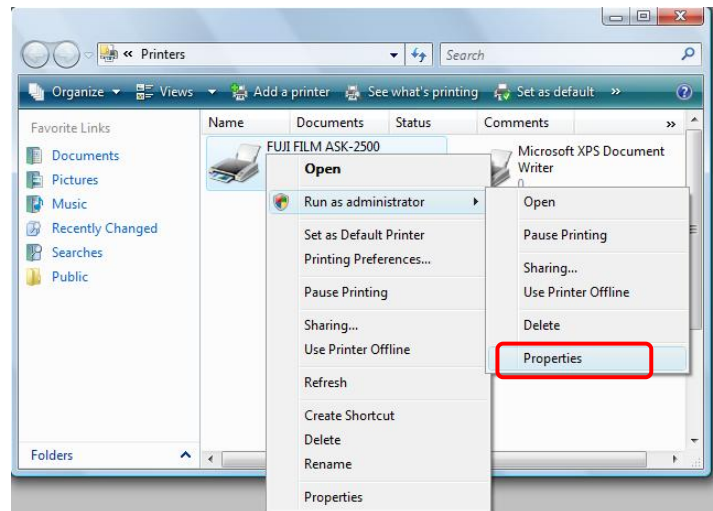
When the difference between pixels and surrounding pixels exceeds the threshold value, these pixels will be considered edge pixels for sharpness adjustment.

[Range]: 0 to 5 to +20 (in the step of 1)

6. How to update Printer Driver

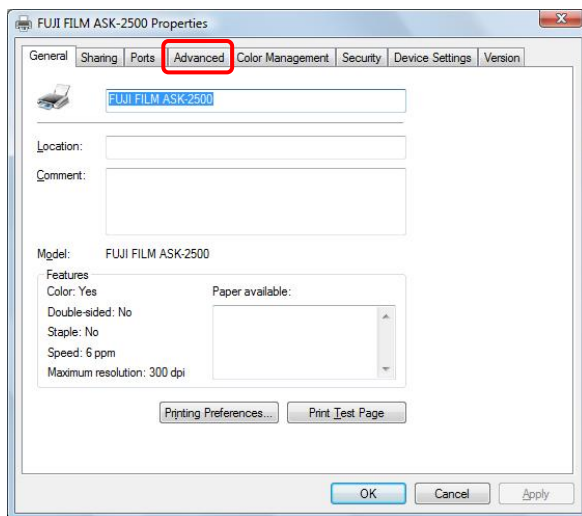
If the Driver is already installed and the Driver needs to be updated, please take the following steps. Please note that following procedure will not let you go back to the older version Driver.

- (1) At [Start] menu, select [Printer and Faxes] to open. Select ASK-2500 Printer. With right click, open menu and select [Run as administrator]-[Properties]. (Fig.31)

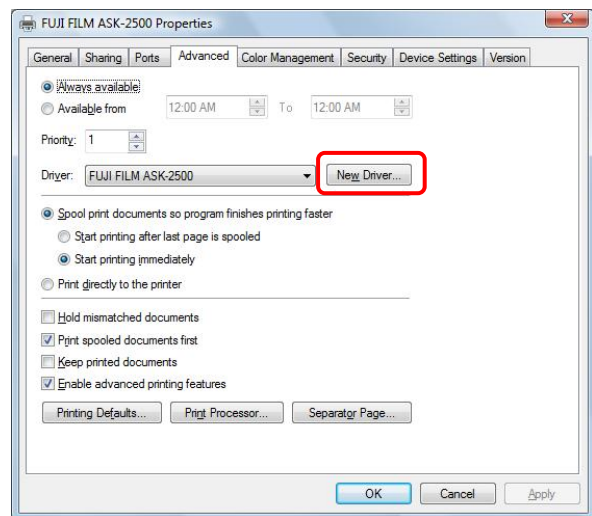


[Fig.31]

- (2) Select [Advanced] and click [New Driver]. (Fig.32/33)



[Fig.32]



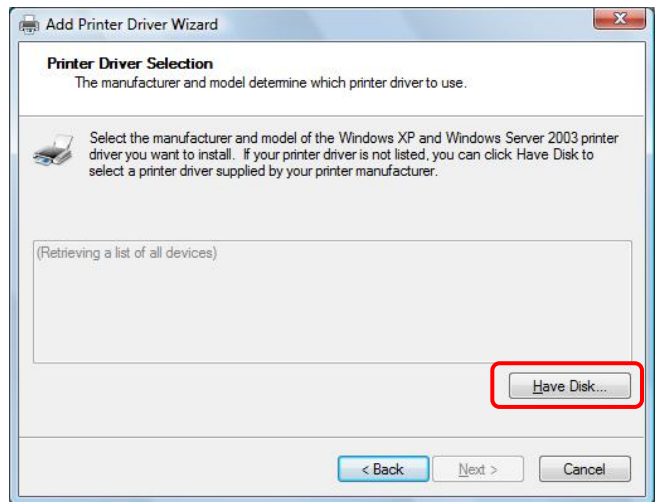
[Fig. 33]

(3) Driver Wizard screen will be displayed. Click [Next>] .(Fig.34)

(4) Driver selection screen will be displayed. Click [Have Disk] and select drive and folder where the new driver is located by [Browse]. (Fig.35)



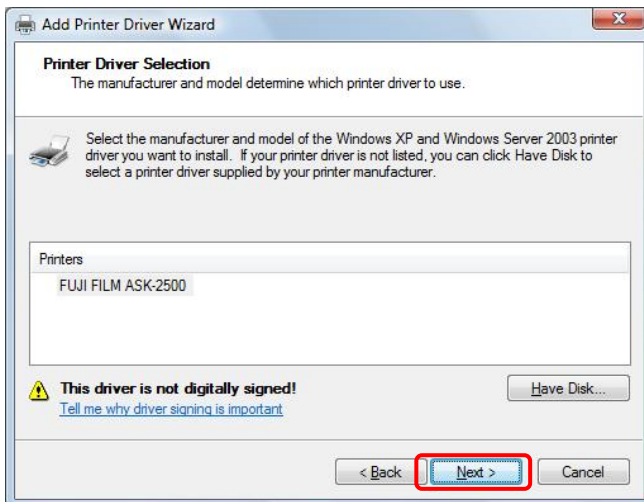
[Fig.34]



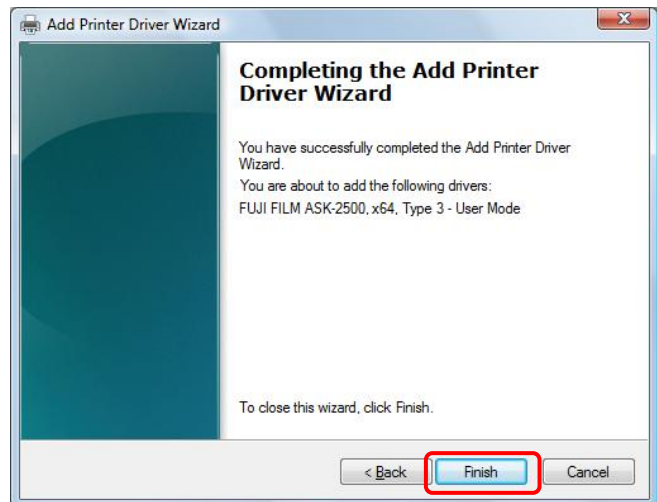
[Fig.35]

(5) Select the Driver and click [Next>]. (Fig.36)

(6) Click [Finish] to update Driver. (Fig.37)



[Fig.36]



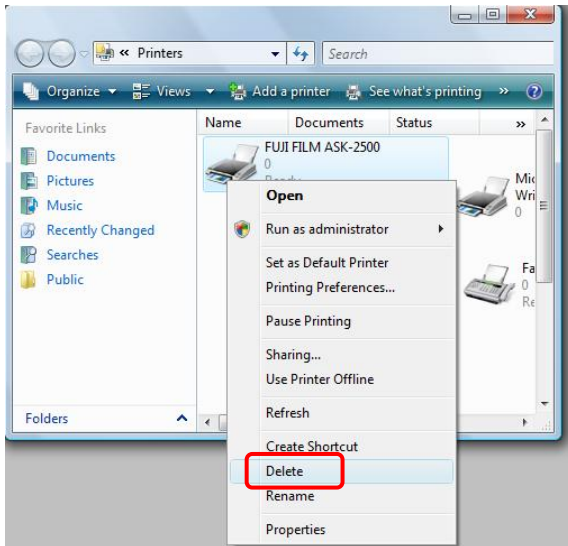
[Fig.37]

(7) It may sometimes happen that the printer driver storage folder has to be designated again. Follow the instruction Chapter 9 “Troubleshooting” <<If the printer driver location is asked.>>.

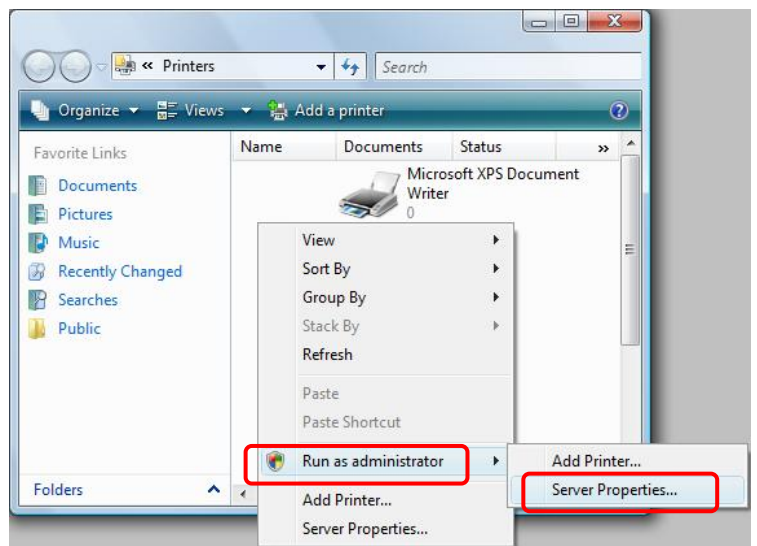
7. How to delete Printer Driver

Please take following steps if you need to delete printer driver.

- (1) At [Start] menu, select [Printer and Faxes].
- (2) Select Printer name to be deleted and select [Delete] from [File] menu. (Fig.38)
- (3) At [File] menu, select [Server Properties]. (Fig.39)

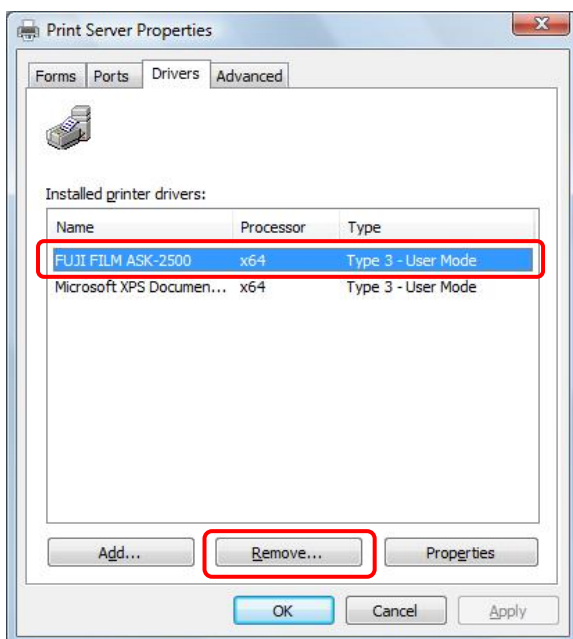


[Fig.38]

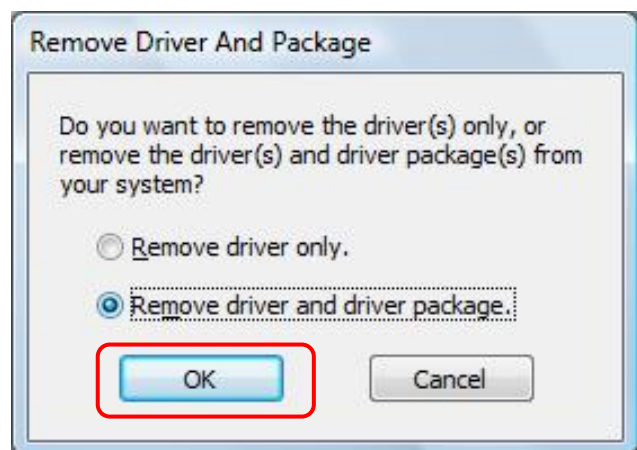


[Fig.39]

- (4) Click [Drivers] and select the printer name which you need to delete from [Installed printer drivers] and click on [Remove...] button. (Fig.40)
- (5) The dialog of [Remove driver and package] appears. Choose [Remove driver and driver package] and click on [OK] button. (Fig.41)

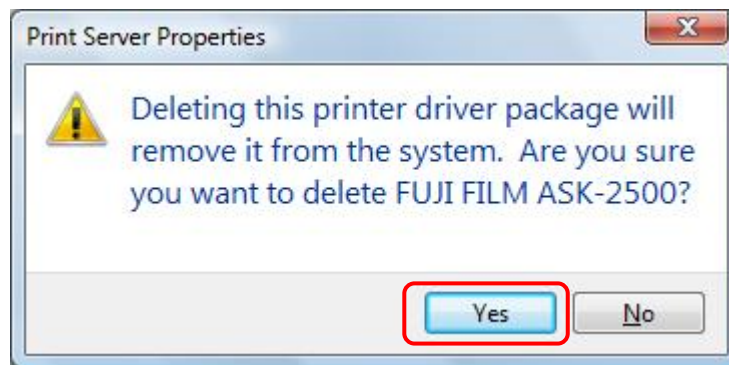


[Fig.40]



[Fig.41]

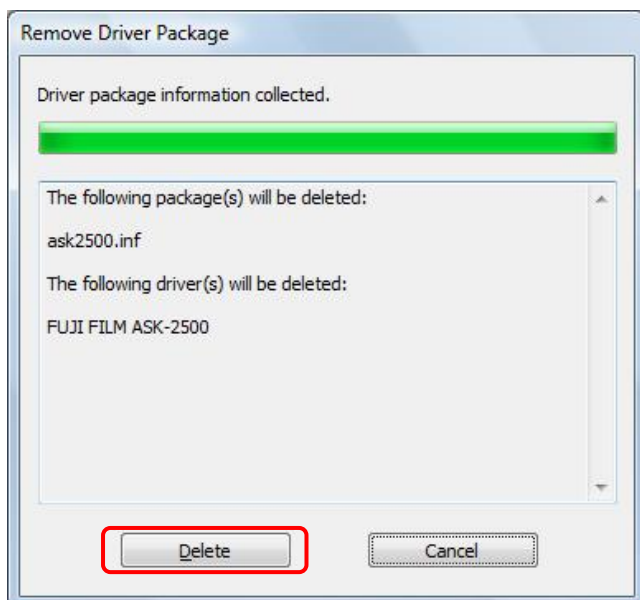
(6) Click [Yes] to delete the printer driver. (Fig.42)



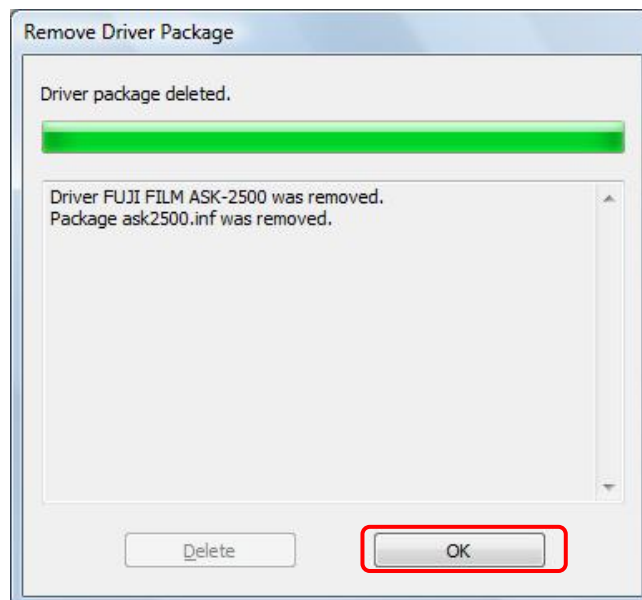
[Fig.42]

(7) To re-confirm the delete of the printer driver, click [Delete]. (Fig.43)

(8) Click [OK] to finish. (Fig.44)



[Fig.43]



[Fig.44]

*A warning [The specified printer driver is currently is use] may appear. If this warning message appears, please restart the PC and try above steps again.

8. How to connect plural printers

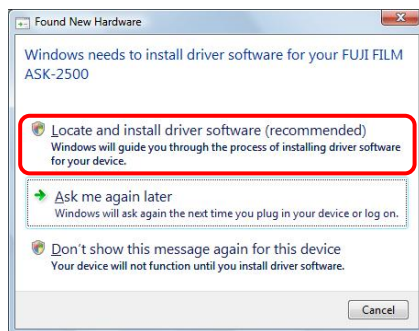
You can connect plural printers. It makes easier to print different sizes. However, it does not always work double in capability even if you connect 2printers because of the limitation of the image data transfer speed from PC to the printers.

[In case of Windows 7]

When the printer is connected with USB port, the printer is automatically registered.

[In case of Windows Vista]

- (1) Install the first one printer driver according to chapter 3 “How to install printer driver”.
- (2) If you connect different USB port, the following message appears. Select [Locate and install driver software (recommended)]. (Fig.45)
- (3) Printer Driver installation has been completed. Click [Close]. (Fig.46)



[Fig.45]



[Fig.46]

- (4) Set up ICC profile to chapter 4 “How to use ICC profile”.

[In case of Windows XP]

- (1) Install the first one printer driver according to chapter 3 “How to install printer driver”.
- (2) If you connect different USB port, the following message appears. Choose [Install the software automatically] and click on [Next]. (Fig.47)
- (3) While a warning for hardware installation will be displayed, click [Continue Anyway]. (Fig.48)
- (4) After a short while, the installation of the printer driver will complete. Click [Finish]. (Fig.49)



[Fig.47]



[Fig.48]



[Fig.49]

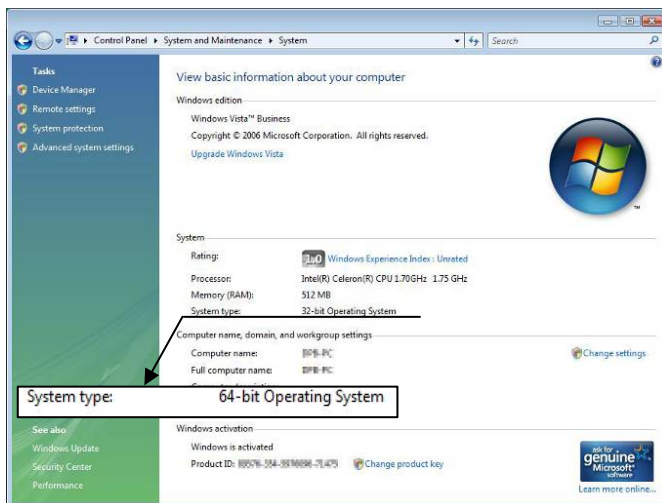
- (5) Set up ICC profile to chapter 4 “How to use ICC profile”.

< Remark > It does not run when the dedicated application software for ASK printer such as ASK print module “SF-PM” and ASK printer driver are both installed in the PC. In this case, follow the instruction of Chapter 9 “Troubleshooting” <<When printer driver cannot be installed. 2>>.

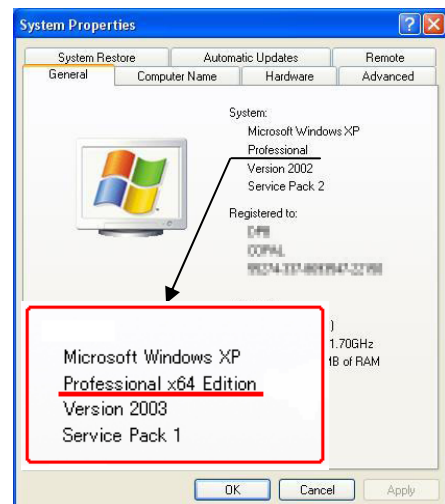
9. Troubleshooting

《If the printer driver location is asked 》

- When the following message is shown while installing the printer driver, stop the installation and follow the below-mentioned instruction.
 - Stop the installation of printer driver by the [Cancel] button.
 - Check your Operating system 64-bit version or 32-bit version.
 - Open the property from my computer.
 - In case of Windows Vista or Windows 7, check on your Operating system whether [32-bit Operating system] or [64-bit Operating system]. (Fig.50)
 - In case of Windows XP, check to see whether there is an indication of [x64 Edition] or not. If there is no indication of [x64 Edition], it means 32-bit version.(Fig.51)

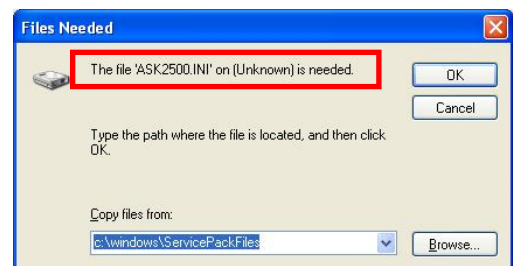


[Fig.50]



[Fig.51]

- After checking the OS version, turn on the printer and run the plug and play.
- The same warning message at the beginning is shown.
- Check on the following part of warning message, choose the folder of printer driver.
(Fig.52)



[Fig.52]


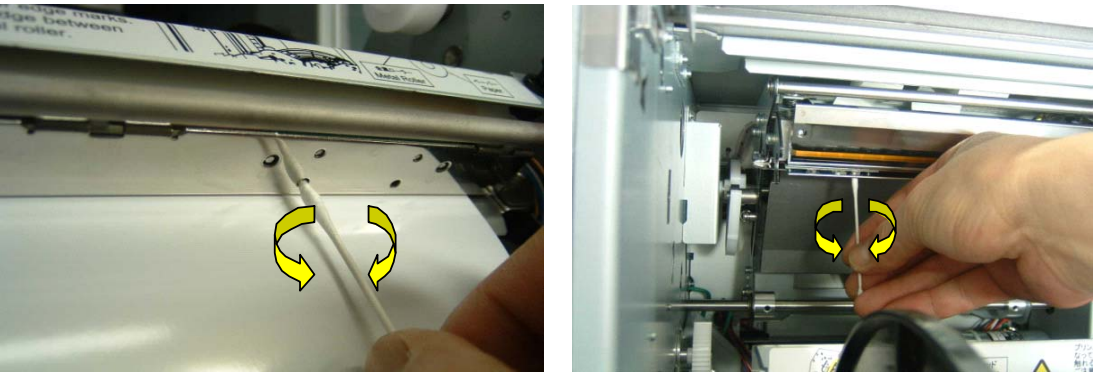
- In case of 32-bit Operating system, specify the **[i386]** folder in the printer driver folder.
- In case of 64-bit Operating system, specify the **[amd64]** folder in the printer driver folder.

*The following files are in folders.

ASK2500UI.dll/ASK2500UD.dll/ASK2500.dll/ASK2500PT.dll/ASK2500LM.dll/ASK2500ST.dll

Error messages

- Error messages requiring power off/on cycle

Error No.	Displayed message	Method of recovery
E01	Print Head does not work (up). Please re-start the printer.	➤ Check the “Entrance Cover” if it is properly attached.  ➤ Please re-start the printer
E02	Print Head does not work (down). Please re-start the printer.	
E03	Failed to feed ribbon. Please check the ribbon and re-start the printer.	➤ Please check if the ink ribbon is breaking and/or caught in the mechanism, and then follow the instruction “Ribbon Break-down” in the instruction manual to re-set the ink ribbon. ➤ Clean the ribbon sensor.
		
E04	Error in head controller. Please re-start the printer.	➤ Please re-start a printer.
E05	Failed to feed paper (forward feed). Please check the paper and re-start the printer.	➤ Refer to the instruction “Paper Feeding Error” in the instruction manual, and set the paper again. ➤ Check the paper core securely locked. (See instruction manual) ➤ Remove remaining paper-slug and/or dust from the paper path if any.
E06	Paper jam during rewinding (rewind feed). Please check the paper and re-start the printer.	
E07	Abnormal paper cutting. Please re-start the printer.	➤ Make sure that paper-slug and/or dust is not put on the cutter.
E08	Internal command error. Please re-start the printer.	➤ Please re-start the printer.

E09	Error writing in Flush ROM. Please re-start the printer.	➤ Please re-start the printer
E10	Failure in power supply. Please re-start the printer.	➤ Please re-start the printer.
E11	Failure in grip roller movement. Please re-start the printer.	➤ Please re-start the printer.
E12 E13	Please check the room thermistor in the printer. Please re-start the printer.	➤ Please check the cable to the thermistor securely fastened. ➤ Please re-start the printer.
E14 E15	Please check the print-head thermistor. Please re-start the printer.	➤ Please check the cables to the thermal head securely fastened. ➤ Please re-start the printer.
E16	Failed to write in EEPROM. Please re-start the printer.	➤ Please re-start the printer.

*Please contact Fujifilm if you cannot fix the error.

Recoverable errors

- If one of following warning messages is displayed, please take the action described in display.

No.	Displayed message	Method of recovery
W51	Ink Ribbon run out. Please replace the Ink Ribbon.	<ul style="list-style-type: none"> ➤ Ink ribbon has run out. Please replace the ink ribbon. ➤ This warning message may also appear occasionally when the dust put onto the ribbon sensors. Please try cleaning of the sensors.
W52	Please place a proper size of paper and ink ribbon. Also, check paper size setting of the printer driver.	<ul style="list-style-type: none"> ➤ Size of the actual media in the printer is not matching to the print order size. (e.g., 5x7-inch media is set to the printer while the print order is 4x6 format.) ➤ Please set the proper size of media, or check the print order setting.
W53	Front door is open. Please close the door.	<ul style="list-style-type: none"> ➤ Front door is open. Please close the door.
W54	Ink Ribbon is not set. Please set an ink ribbon.	<ul style="list-style-type: none"> ➤ The ink ribbon has run out. Please replace the ink ribbon and the paper simultaneously.
W55	Roll paper is empty. Please replace the roll paper.	<ul style="list-style-type: none"> ➤ The paper has run out. Please replace the paper and the ink ribbon simultaneously.
W56	Paper cannot be fed correctly. Please re-set the roll paper.	<ul style="list-style-type: none"> ➤ Paper is not set correctly. Please re-set the paper roll, and make sure that the leading edge of the paper is properly inserted.
W57	Please place a proper size of paper and ink ribbon. Also, check paper size setting of the printer driver.	<ul style="list-style-type: none"> ➤ Same as "W52".
W58	Front door is open. Please close the door.	<ul style="list-style-type: none"> ➤ Same as "W53".

<Other troubles>

■ **Printed in black and white**

[Cause]

[Paper/Quality] setting of the Printer is set as [Black & White]

[Solution]

Please set [Paper/Quality] of the Printer to [Color]

■ **Error message is not displayed**

[Cause]

Bidirectional communication is not taking place

[Solution]

[Printer] - [Properties] - [Port] - [Enable bidirectional support] and insert check mark

■ **Please place a proper size of paper and ink ribbon (W52/W57) message appears even after making sure that the setting is correct**

[Cause]

Printer Driver paper setting is not correct

[Solution]

Paper size set by [Printer and Faxes] - [Printer] - Properties] - [Printing Preferences] - [Advanced] is used by application software as initial value. When Application sets the paper size, the same set value is used. Please check the paper setting at printing application.

■ **White paper comes out**

[Cause]

When Memory or available space in HDD is not sufficient, a white print may come out as image processing failed to take place.

[Solution]

Please try to increase memory, secure available space at HDD and to close unused application software.

■ Printer driver cannot be installed 1

< If the printer driver cannot be installed at all for connection to the 1st printer. >

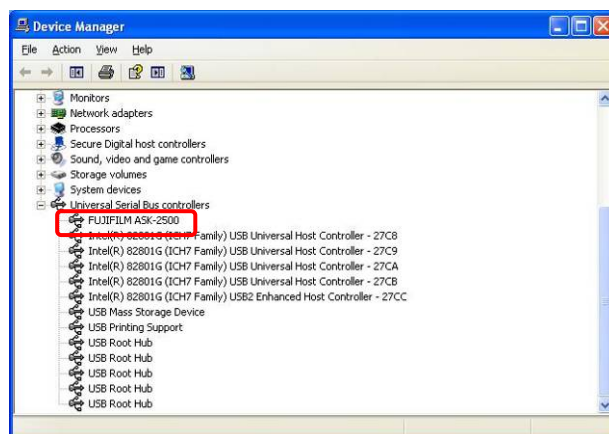
[Cause]

You cannot install the printer driver when the dedicated application software for ASK printer such as ASK print module “SF-PM” is installed in the PC. The new hardware cannot be automatically detected.

[Solution]

Follow the instruction below. Uninstall the application software once, and install the printer driver the first. After that, re-install the application software.

- 1) Delete the dedicated application software for ASK printer by the following procedures.
 - Choose [Start]→[Control Panel]→[Uninstall the program]. (In case of Windows XP [Add or Remove programs])
 - Select the application software for ASK printer from the screen. Click on [Uninstall /Change] remove the application. (In case of Windows XP [Remove])
- 2) Delete the USB controller and driver as follows. (Please keep the ASK-2500 printer connected to the PC.)
 - Select [System] from [Start]→[Control Panel].
 - Select [Hardware] tab from [System] of property. Click on [Device Manager].
 - Click on [+] of [Universal Serial Controller], select [FUJIFILM ASK-2500] and delete.
(If there is not FUJIFILM ASK-2500 in the list, go to the next step.)
 - Click [Start]→[Settings]→[Printer]. (In case of Windows XP [Printer and Faxes])
 - Right-click at the blank area and choose [Run as an administrator]→choose [Server Properties] from menu. (In case of Windows XP [File]→[Server Properties])
 - From the [Server Properties]menu, click [Driver]tab and select [FUJIFILM ASK-2500], then click [Remove].
 - Click [Yes] on the confirmation dialog



[Fig.53]

- 3) Turn off the ASK-2500 and restart the PC.
- 4) Turn on the ASK-2500 and start installing the printer driver.
- 5) Set up ICC profile to chapter 4 “How to use ICC profile”.
- 6) Re-install the application software according to the installation procedures of each application.

■ Printer driver cannot be installed 2

< If the printer driver for the 2nd printer cannot be installed. >

[Cause]

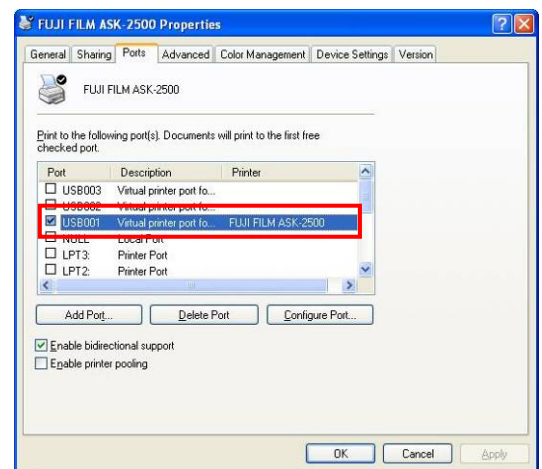
When both the printer driver and the dedicated application software for ASK printer such as ASK print module “SF-PM” are installed already, printer driver for the 2nd printer onward cannot be installed by the regular installation procedures.

[Solution]

Install additional printer driver by the following instruction.

1) Check the name of the USB port now in use.

- Click [Start]→[Settings]→[Printer]. (In case of Windows XP [Printer and Faxes])
- Select FUJIFILM ASK-2500, and from [File] menu, go to [Properties].
- From [Port] tab, take a memo of the USB port name in use. For example, “USB001”.(Fig.54)



[Fig.54]

2) Connect the ASK-2500 to the new USB port, then turn on the printer. If hardware installation wizard is automatically appears, cancel the wizard.

3) Setting to the new USB port.

- Click [Start]→[Settings]→[Printer]. (In case of Windows XP [Printer and Faxes])
- Click [File]→[Add Printer].
- [Start the printer installation wizard] menu appears, then click [Next].(Fig.55)



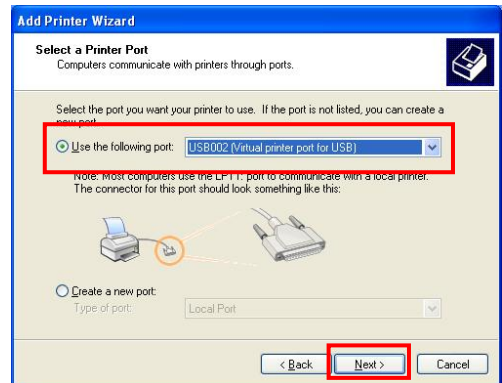
[Fig.55]

- At [Local or Network Printer] menu, select. [Local printer attached to this computer], then click [Next]. (Fig.56)



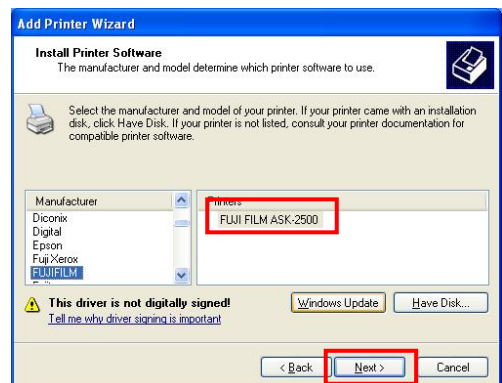
[Fig.56]

- From the [Select a Printer Port], select [Use the following port], then choose the USB port other than the one confirmed by step1, then click [Next]. For example, "USB002". (Fig.57)



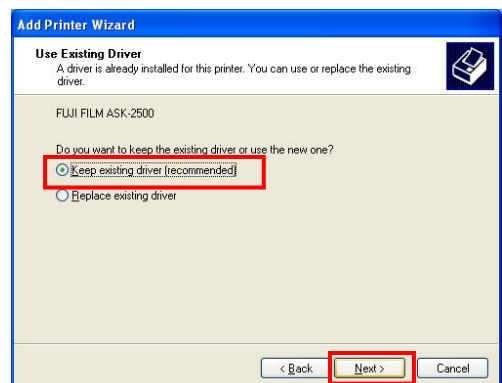
[Fig.57]

- At the [Install Printer Software] menu, choose [Manufacturer] FUJIFILM, Printer [FUJIFILM ASK-2500], click [Next]. (Fig.58)



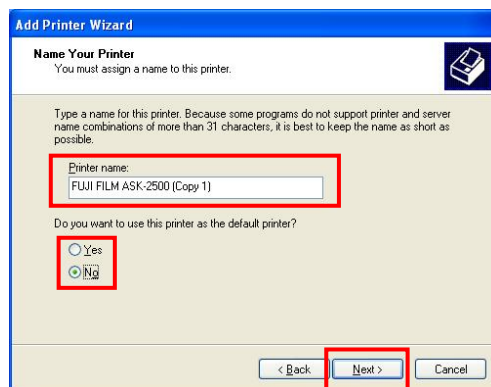
[Fig.58]

- At the [Use Existing Driver] menu, choose [Keep existing driver], then click [next]. (Fig.59)



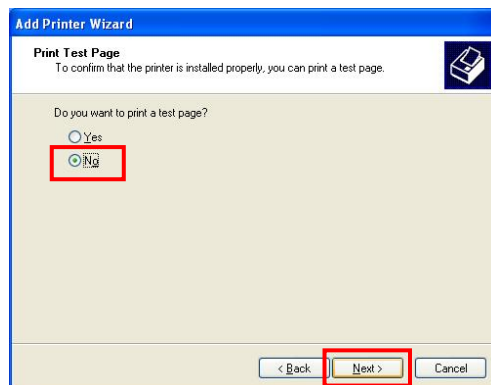
[Fig.59]

- [Name Your Printer] is displayed.
[Printer name], [Use as default printer] setting can be changed if necessary, then click [Next]. (Fig.60)



[Fig.60]

- In the [Print Test Page] menu, choose [No], click [Next]. (Fig.61)



[Fig.61]

- [Complete the Add Printer Wizard] will be displayed, then click [Finish].(Fig.62)



[Fig.62]

- Set up ICC profile to chapter 4 “How to use ICC profile”.

Please pay attention to the followings when the printer driver and the dedicated application software are installed simultaneously.

Do not print from the printer driver and from the application at the same time.
It is recommended to shut down the application software when the printer driver is in use.