

## Support Note 6 – Installing a New Printer

It is possible that either installing a new printer or updating the driver for an existing printer can cause InkSaver to stop working. In both cases this can be avoided. This Support Note explains why this happens, and how it can be avoided.

### Why It Happens

When you install InkSaver you make a connection between InkSaver and the printer driver. Uninstalling the printer, without first removing it from InkSaver, breaks that connection, and it is not remade by reinstalling the printer driver, or by installing a new printer driver.

InkSaver may not respond, as you would expect, if you remove the only printer from it, so it is always a good idea to have at least one printer that is InkSaver enabled (more below).

### Note That

InkSaver is licensed on a per PC basis, you can connect as many printers as you like to the InkSaver enabled computer at no extra cost.

### How to Avoid It

If you've just got a new printer then install the new printer and add it to InkSaver *before* you remove the old printer from InkSaver (if necessary), and then uninstall your old printer driver (in that order).

If you need to update your printer driver then you should first remove that printer from InkSaver. However, this may cause problems if you only have one printer installed the way round this is:

1. Add a new printer using the Add Printer Wizard  
(from the Windows Task Bar:  
Start > Control Panel > Printers and Faxes > Add Printer).

*It does not matter which printer you add and you don't need to actually own it, you only need to install the driver not actually use the printer. For recognition purposes it is probably easiest to select a brand of printer that you don't own.*

2. Add that printer to InkSaver:  
Start > All Programs > InkSaver > Add or Remove Printers
3. Remove your actual printer from InkSaver, using the same route as in 2 above.
4. Update your printer driver following the manufacturers instructions.
5. Add your printer driver back into InkSaver.
6. Once you are sure that InkSaver is working with your updated printer driver you may, if you wish, uninstall the printer that you installed at Step 1.

For more information on this see Chapter 6 of the InkSaver User's Guide which installed with your copy of InkSaver, and is also on the Support page of our website at:

[http://www.ecography.co.uk/Support\(1406509\).htm](http://www.ecography.co.uk/Support(1406509).htm)

### Support

If you have any questions about this document, or other InkSaver issues please email: [info@ecography.co.uk](mailto:info@ecography.co.uk). If you think InkSaver is as great as we do please tell your friends and colleagues. If you don't agree please tell us.