

Datamax Driver Update Instructions (Easy Version)

The “Easy Version” is convenient for practices that wish to connect their Datamax printer to a single computer via USB, and who do not want to print labels from multiple computers at the practice.

0. Preamble

Each of the following conditions must be met in order to install your Datamax Printer on your computer.

- a. You must have intermediate knowledge of computer systems and operations. If not contact your technician and ask him to complete the steps below. A WINK representative is also available at a cost of \$75/hour.
- b. WINK software must be fully installed on the computer from which you wish to print any labels.
- c. You must have administrator rights on the computer in question, allowing you to install/modify program files and drivers
- d. This procedure requires a stable internet connection. WIFI connections are notoriously slow and unreliable. We prefer hard-wired internet connections.
- e. WINK is not compatible with Norton/Symantec Anti Virus. If your anti-virus or firewall has been configured to block the downloading of files, then you will not be able to complete this procedure.
- f. You may want to send us pictures of your labels/printer for Q&A. You may send your pictures to support@downloadwink.com or alternatively by text message to the technician assisting you in this process.
- g. If your computer has a virus, if you have corrupt files or if you have not done windows /java updates in a long time, then you may encounter difficulties in executing the tasks below. We recommend you do all required updates before calling a technician.

1. Setup your printer

- 1.1. Print [this document](#) and stick it on the printer itself as directed, or on the wall directly in front of the printer. If you have multiple printers, then print the document multiple times.
- 1.2. Ensure the printer tensioner is set to ½ as shown [here](#). *It was likely set to ½ by default.*
- 1.3. Slide both media sensors to “-10” as shown [here](#) (scroll to 00:28 mark). *Default is “0”. You will need to insert a paper-clip in the hole and slide the sensor to the LEFT.*
- 1.4. Load labels in printer as shown [here](#). *End of label should protrude from printer by 5mm.*
- 1.5. Load ribbon in printer as shown [here](#). *Make sure the ink-side is facing the label (face-down).*
- 1.6. Ensure the printer is properly plugged in (via USB), and turn it on.
- 1.7. When cutting labels from the printer roll, always pull up, never pull down. By pulling up, the label should cut perfectly along the perforated line. If you pull down, you risk de-calibrating the printer.
- 1.8. Save this [instruction manual](#) on your computer’s hard drive.

The two steps above are critical to the installation process. If you contact WINK for support to set up the printer and you have not properly followed the steps above, then in accordance with our Terms of Use, technical support will be charged at \$75/hour.

2. Calibrate your Printer

- 2.1. Turn on the printer.
 - 2.1.1. If this is your first time turning on the printer, give it a minute to start up completely. If you've connected the printer to a computer via USB, a driver may auto-install.
- 2.2. If your Datamax printer is properly calibrated, the indicator light will be a solid green.
- 2.3. [Click here](#) for a video on how to calibrate your Datamax printer (Scroll to 1:35 minute mark).

To test if your printer is properly calibrated:

Press and release the Play/Pause button 3 times. If properly calibrated, each time you do so, one entire label will be ejected from the printer. *Not half a label, or 1.5 labels; but rather exactly "one" label.*

3. Uninstall WINK Printer Driver (for customers who purchased their printer before Sept- 1-2016)

- 3.1. Ensure the printer is plugged in and turned on.
- 3.2. Launch WINK and login to your account.
- 3.3. Click **Settings** >> **Datamax Printer** >> Uninstall WINK Printer Driver
 - 3.3.1. If you get a pop up saying "You don't have sufficient administrative privileges to execute this action", then:
 - 3.3.2. Close WINK >> Right click on the WINK icon on your desktop >> Select "Run as Administrator" >> return to step 3.2
- 3.4. Follow your on-screen prompts and click "**Yes**" in all three pop-ups.
- 3.5. **Exit** WINK Software.

4. Install Datamax Printer Driver

- 4.1. Is the Datamax Printer Driver already installed? Depending on your system, the driver may have auto-installed upon plugging it in. Allow 5 minutes before proceeding.
- 4.2. To verify if the Datamax Printer Driver is installed: Click on **Start** >> **Devices and Printers** >> Do you see an icon like the one below?



- 4.3. If yes, your Datamax Printer Driver is installed. You may skip ahead to step 5.9.
- 4.4. If no, it is not installed. Continue to step 5.1.

5. Install New Driver

- 5.1. Windows 7 and 8 users click here: http://www.downloadwink.com/docs/do_7_3_4_M-0.exe
- 5.2. Windows 10 users click here: www.downloadwink.com/docs/Datamax-O'Neil_7.4.1.exe
- 5.3. *This will download the driver to your PC. Depending on the web browser you use, you may need to click on something to “Run/Save” the file. Every browser is different. Follow your on-screen instructions.*
- 5.4. **'Accept the terms in the license agreement'** >> click **"Next"** >> **Next** >> **Finished**
- 5.5. Click **"Yes"** on any Windows prompts to allow the program to make changes to your computer.
- 5.6. On the Seagull Driver Wizard screen, ensure the **"Install Printer Drivers"** is checked and click **"Next"** and follow the prompts.
- 5.7. In the next window, ensure “Install a driver for a plug and play printer” is checked and click **"Next"**.
- 5.8. In the next window you may choose to set the printer as the Default Printer by checking the box. Ensure the **'Do not share this printer'** option is circled and click **"Next"**. Then click **"Finished"**. Be sure to **allow** any other Windows Prompts asking for permission to install or make changes.
- 5.9. To test if your driver is properly installed:
Click on Start >> **Control Panel** >> **Devices and Printers** >> Right click on the **Datamax Printer** >> **Printer properties** >> **Tools** >> **Action** >> **Form Feed**
This should feed out exactly 1 label. If it did, your driver is properly installed. You should now close the driver window.
- 5.10. If you purchased your Printer before September 1 2016 you need to replace a file in a folder on your hard drive. Here are the steps to do so:
 - 5.10.1. [Click here](#) to download an important file to your computer
 - 5.10.1.1. If you are prompted to “Run or Save” the file, click on **Save**. (It will likely save itself in your PC's “Downloads” folder)
 - 5.10.1.2. Copy that newly downloaded file to this folder:
 - 5.10.1.2.1. C:\Program Files (x86)\Wink Technologies Inc\WINK\jre\lib
 - 5.10.1.2.2. Windows will ask you if your intent is to copy and replace the existing file. Your intent is to replace the existing file, so click on **Copy/Replace**. >> Click on Close.

6. Configure Printer Settings & Label (Page) Sizes

Is your printer properly calibrated? Is the light on the printer a solid green? Did you follow every step in section 0 and 1 of this document? This next step requires that your printer be perfectly calibrated before you begin. If it isn't, [click here](#) for a video on how to calibrate your Datamax printer. You may test your calibration as described in step 2.

- 6.1. Click on your **Start** menu >> **Devices and Printers** >> Right click the **Datamax-O'Neil** icon >> **Printer Properties**
- 6.2. Click on the **"General"** tab >> **Preferences** (*new window appears*) >> Click on the **Page setup** tab and in the **Stock** section:

- 6.2.1. Click **"New"** >> Name field, Type: **"WINK Frame Label"** >> Label Size :
 - 6.2.1.1. **Width: 2.50 in >> Height: 1.25 in**
 - 6.2.1.2. **Exposed Liner Width Left: 0.05 in >> Right: 0.05 in >> OK**
 - 6.2.1.3. **Orientation: Portrait >> Click Apply**
- 6.2.2. Click **"New"** >> Name field, Type: **"WINK Mailing Label"** >> Label Size :
 - 6.2.2.1. **Width: 3.00 in >> Height: 1.00 in**
 - 6.2.2.2. **Exposed Liner Width Left: 0.05 in >> Right: 0.05 in >> OK**
 - 6.2.2.3. **Orientation: Portrait**
- 6.2.3. Click **"New"** >> Name field, Type: **"WINK Exam Label"** >> Label Size :
 - 6.2.3.1. **Width: 4.00 in >> Height: 1.50 in**
 - 6.2.3.2. **Exposed Liner Width Left: 0.05 in >> Right: 0.05 in >> OK**
 - 6.2.3.3. **Orientation: Portrait**
- 6.2.4. Click on the **Options** tab.
 - 6.2.4.1. **Print Head Temperature:** Check the box **"Send with job"** and set to 19 by moving the slider to the right (the higher the setting, the darker the printing will be but be careful not to go too high as it might melt the label resulting in squiggly printed lines instead of straight ones as required for barcodes). A heat setting between 15-20 seems to accommodate most users).
 - 6.2.4.2. Click **Apply**
- 6.2.5. Click on **Page Setup** >> Advanced Options
 - 6.2.5.1. Horizontal Offset: 0.05inch (1 or 2mm) | Vertical Offset: 0.05inch (1 or 2mm)
 - 6.2.5.2. Click **Apply** >> OK (*window disappears/back to Page Setup*) >> **Close**
- 6.3. Click on the **"Advanced"** tab >> **Printing Defaults** (*new window appears*) >> **Page setup** tab and in the **Stock** section:
 - 6.3.1. Instead of clicking on **"New"** simply select **WINK Frame Label** from the drop down list (you already created it in step 6.2.1) and set **Orientation** to **Portrait** >> Click **Apply**
 - 6.3.2. Select **"WINK Mailing Label"** from the drop down list (you already created it in step 6.2.2) and set **Orientation** to **Portrait** >> Click **Apply**
 - 6.3.3. Select **"WINK Exam Label"** from the drop down list (you already created it in step 6.2.3) and set **Orientation** to **Portrait** >> Click **Apply**
 - 6.3.4. Click on the **Options** tab:
 - 6.3.4.1. **Print Head Temperature:** Check the box **"Send with job"** and set to 19 by moving the slider to the right (the higher the setting, the darker the printing will be. You can put it as high as you'd like, but if too high you will burn the ribbon and skew the printed text/image).
 - 6.3.4.2. Click **Apply**
 - 6.3.5. Click on the **Page Setup** tab >> Advanced Options
 - 6.3.5.1. Horizontal Offset: 0.05inch (1 or 2mm) | Vertical Offset: 0.05inch (1 or 2 mm)

6.3.5.2. Click **Apply** >> **OK** (window disappears/back to Page Setup) >> Close

*You probably noticed how similar sections 6.2 and 6.3 were... Don't ask us why.
All we know is it needs to be done twice. Trust us!*

7. Configure WINK Settings

7.1. Launch WINK and Login

7.2. In the menu bar at the top of the screen, click on **Settings >> Printers and Trays**

7.3. In the Printer column: Replace the **Datamax-WINK** driver with the **Datamax O'Neill Driver** as the default location for all "labels" that could be printed from that printer.

7.4. Click **Save >> OK >>** Close the page

7.5. Set your **Frame Label Format**:

7.5.1. **Settings >> Frame Label Format**

7.5.2. We recommend as the following printout format:

7.5.2.1. Line 1: **Brand**

7.5.2.2. Line 2: **Model**

7.5.2.3. Line 3: **Color and Size**

7.5.2.4. Line 4: **Price**

7.5.2.5. Click **Save >> OK**

7.6. If you do not set the Frame Label Format to have Brand, Model, Color/Size and Price on separate lines, some of your frames with very long names may get cut off.

*Your Datamax printer should now be setup and you can test it by printing a label.
(next page)*

8. How to Print Test Labels

8.1. **FRAME LABELS:** From the main WINK page, click on **G6: Reprint Barcodes**

8.1.1. If you have frames in WINK Inventory

8.1.1.1. Type "s1" in the text prompt >> Press **Enter** >> Click on **Print**

8.1.2. If you don't have frames in WINK inventory, but you do have frames in the WINK database

8.1.2.1. Click on **"If not positive about barcode number..."**

8.1.2.2. >> type the model number of your frame in the text prompt >> press **Enter**

8.1.2.3. Click on **"Click here to see products not in inventory"** >> double-click on a frame

8.1.2.4. Click on **Print**

8.1.3. If you don't have any frames in your WINK database, then you must first create a frame, before you can print a barcode for it. [Click here](#) for how to create frames in your WINK database and how to add them to your WINK Inventory (scroll to the 11:55 minute mark). We recommend you create a first frame called "WINK Frame". Put all the data the video says to enter. Please note, since publishing the video some of our process has changed, but it is still rather easy to complete.

8.1.3.1. Return to step 8.1.2 >> follow instruction to print barcode

Please note that the first label printed from every computer (everyday) may take 10 seconds to feed out. This is completely normal. All subsequent labels will print out 1-2 seconds after you click on "Print". If all is setup properly, your FRAME LABELS should look something like this:



Notice how all the data is centered, but the barcode is right justified
That's normal; we don't control that. All barcodes will appear right justified.

8.2. **MAILING / EXAM LABELS:** From the main WINK page:

8.2.1. If you have patients in your database, click on **Find Patient** >> search for any patient >> double click on the patient name to access the patient file in **WINK**

8.2.1.1. >> click on **Print** >> follow on-screen instructions

8.2.1.2. If you don't have patients in your database, click on **New Patient** >> enter all relevant patient data >> click save >> click on **Print** >> follow on-screen instructions

Commonly Reported Problems

- ❖ My computer just updated to Windows 10. I can't print labels anymore
 - ❖ You likely need to reinstall the Printer driver.
 - Step 4: Delete the current Datamax Driver
 - Redo Steps 5-8
- ❖ Text on labels is not dark enough
 - ❖ User installed the wrong type of ribbon / installed ribbon upside-down. Go back to 1.4
 - ❖ Print head temperature is too low. Go back to 6.2.4 "and" 6.3.4
- ❖ Text on labels is not centered on the label.
 - ❖ Labels not properly configured. Go back to 6.2 "and" 6.3
- ❖ Text is overlapping on multiple labels
 - ❖ Media Sensors are not properly set. Go back to 1.3
 - ❖ Frame Label Format is not properly set. Go back to 7.5
- ❖ Light on printer is not solid green
 - ❖ Printer is not calibrated. Go back to 1.1 "and" 2.3
- ❖ Printer frequently needs to be recalibrated
 - ❖ Re-calibration is to be expected after every time you open the printer.
 - ❖ User is not cutting labels from the printer properly. Go back to 1.7.
- ❖ Printer can usually print labels, but today it's not printing anymore.
 - ❖ Printer is not plugged in. (2.1)
 - ❖ Printer is not calibrated. (2.3)
 - ❖ Printer is out of ribbon (ink). (1.5)
 - ❖ Printer is out of labels (1.4)
 - ❖ If you turn off the printer, you will erase the printer's memory. If you've sent print job to the printer, and you turn it off, you will have to send them again. Do this only as a last resort.

Happy Printing!