Win 7 - STIMA CLS / CMP Driver Installation Quick Guide

This guide is intended to demonstrate a quick installation and setup of ticket alignment under Windows 7 for the Stima CLS and CMP printers using the USB interface. The process is the same for both 200 and 300 dpi variants.

*** DO NOT PLUG THE USB CABLE INTO THE PC UNTIL PROMPTED TO DO SO ***

Step 1 – Prepare Windows for Installation

Prior to installing the driver check the following Windows settings.

1. Ensure the Windows user logged in has Administrative rights under windows and has permission to use and manage USB flash drives and devices.
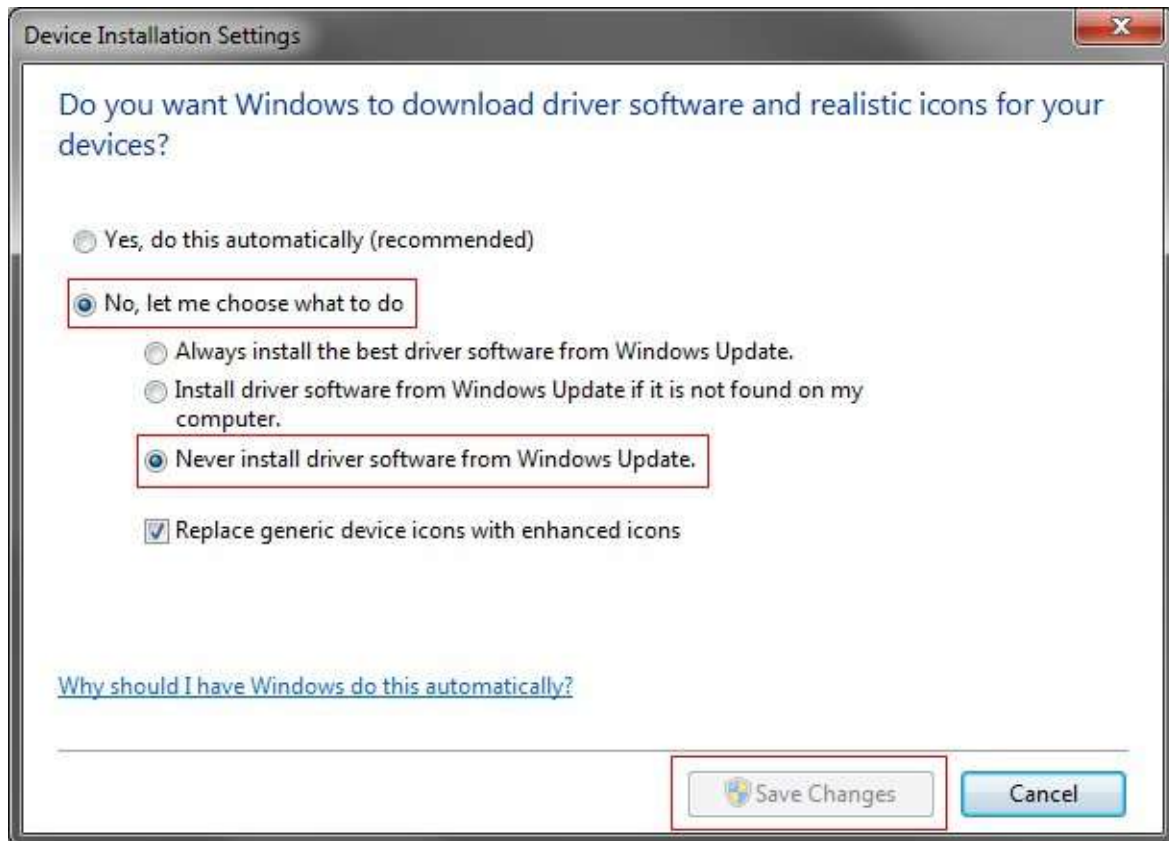
2. Goto System in the Control Panel and select "Advanced System Settings".

Select the "Hardware" Tab.

Select "Device Installation Settings" button.
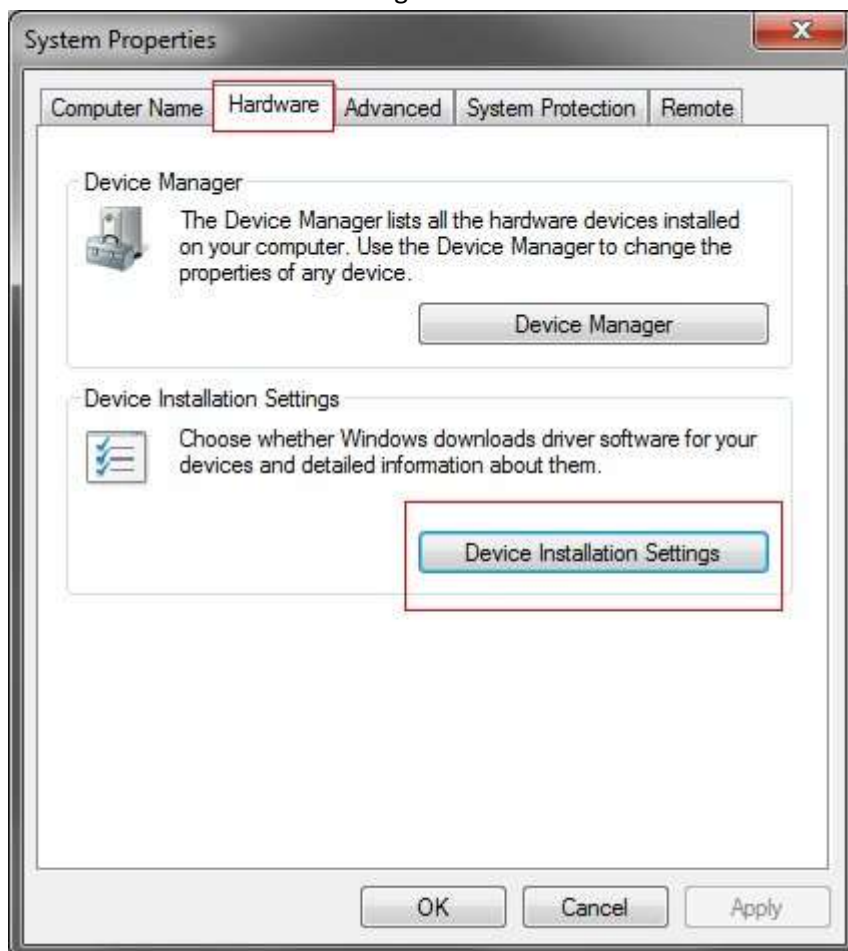
On the next Window, choose the option: "No, let me choose what to do".
Then select: "Never install driver software from Windows Update.".
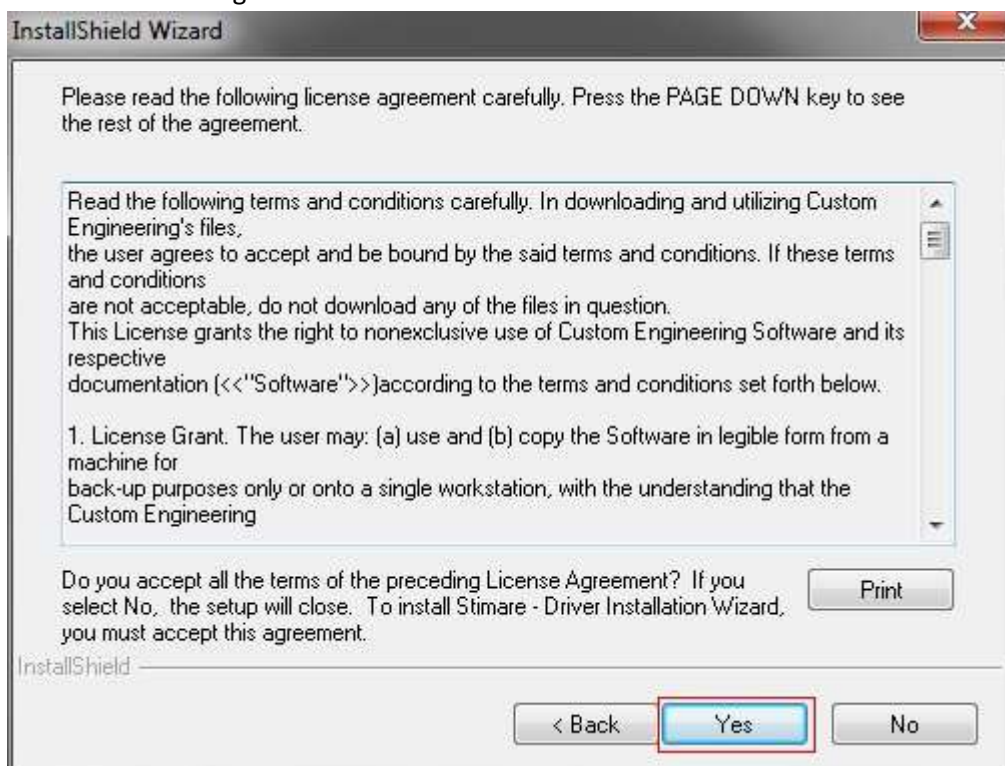Select "Save Changes" button.

3. Download the latest driver for your device from the Downloads Area of the Stimare website.
Currently located at www.stimare.net
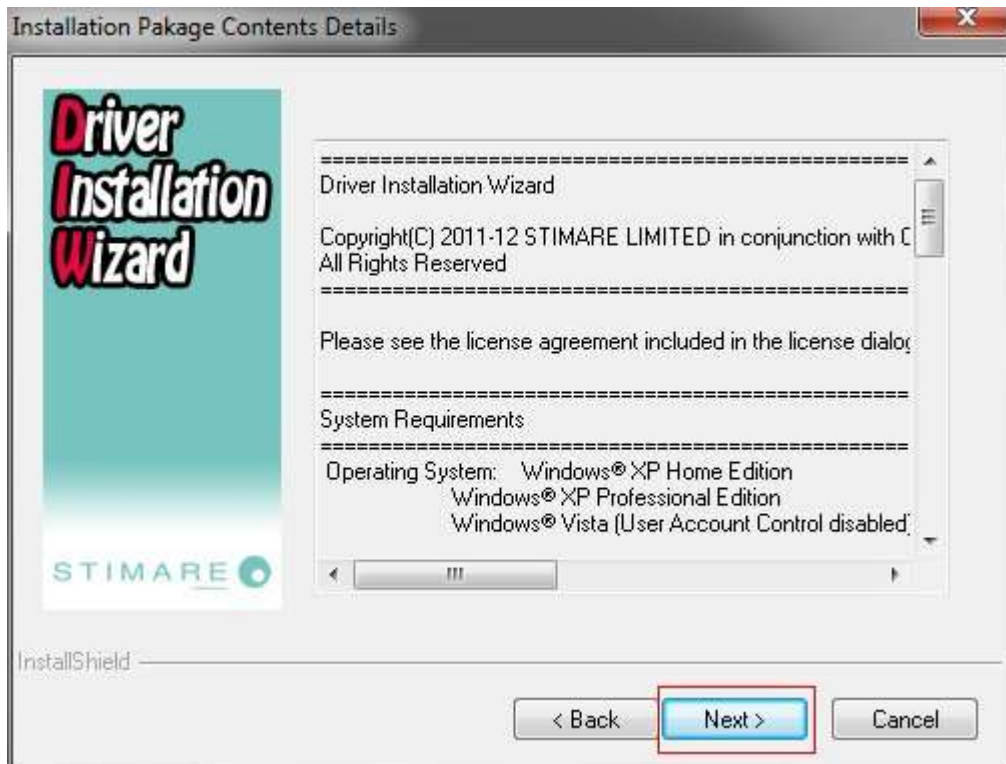
Step 2 – Driver Installation

1. Run the Driver Installation Wizard and select "Next" button.

2. Select "Yes" to agree to the terms and conditions of the driver installation.

3. Select "Next" button to confirm the driver installation Package Contents.

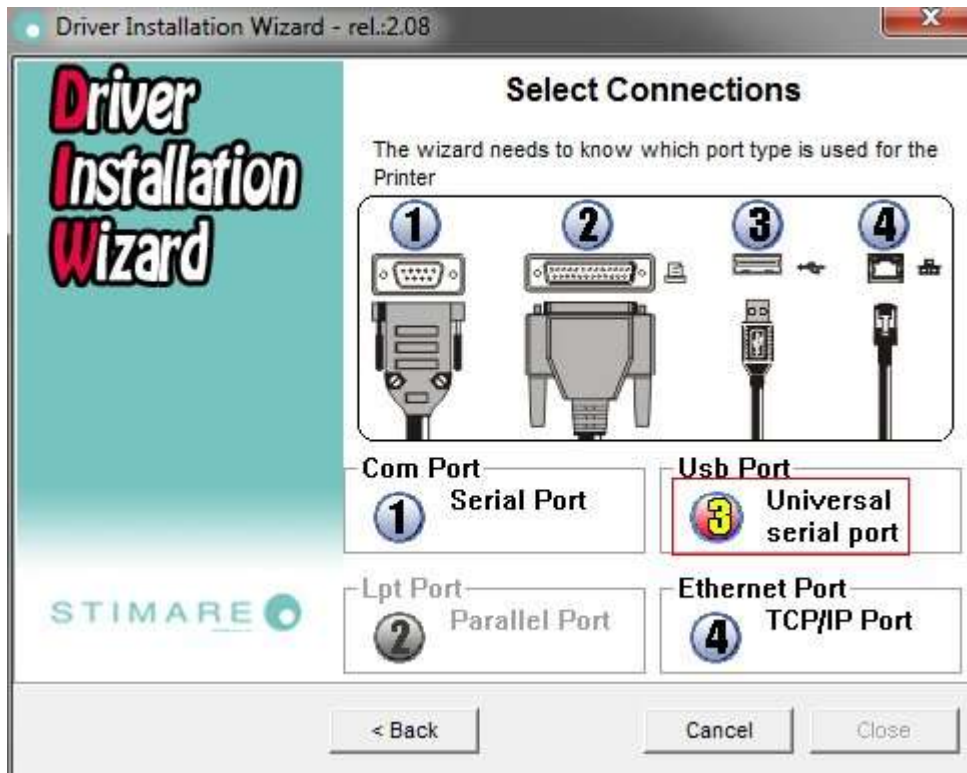**4.** Select the Printer to install and Select "Next" button.

5. Choose the "Standard Driver" option and select "Next" button.

6. Confirm the Printer is switched ON, and the USB cable is NOT connected to the computer.
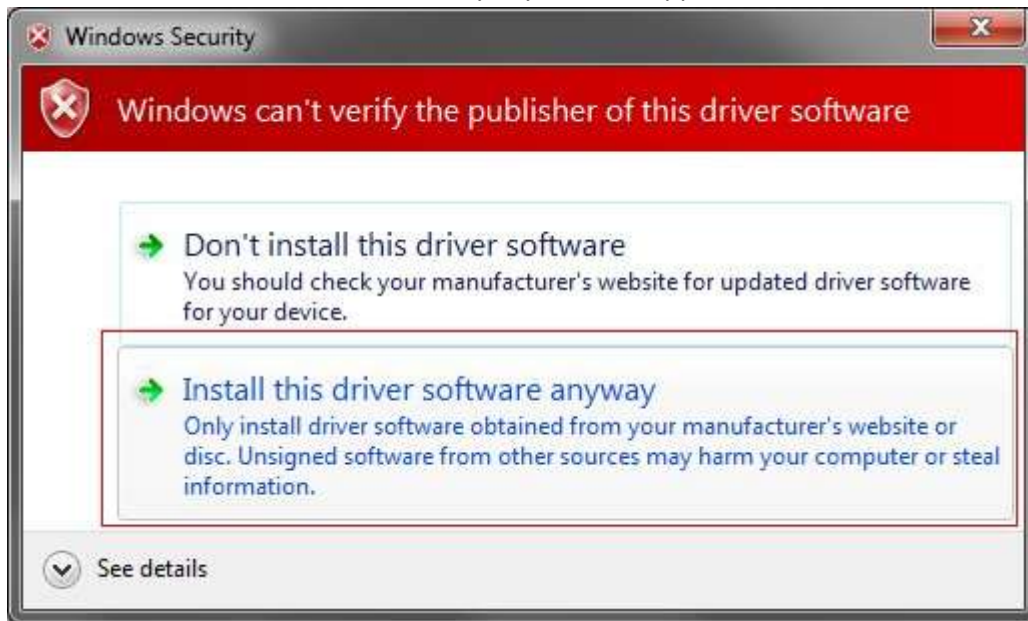Select "Next" to continue.

7. Select option "3" for the Universal Serial Port.

8. Plug the USB cable into the computer and the installation will commence.

9. You may be displayed warning messages from Windows during the installation process. Please select to "Install this driver software anyway" if these appear.


10. Once completed, you will be asked if you would like the printer to be the Default Printer on this computer. This is optional but is frequently required by many ticketing systems to enable them print directly to the printer.

Verify the printer is installed by going to "Devices and Printers". You should see your new printer listed on this screen as either "STIMA" or "STIMA 200" depending if using 300 or 200 dpi models.

Continue to the next step to configure your Windows Driver for your ticket stock.

Step 3 – Windows Settings and Driver Configuration

This guide will demonstrate setting up windows and the driver for a sample ticket shown below.
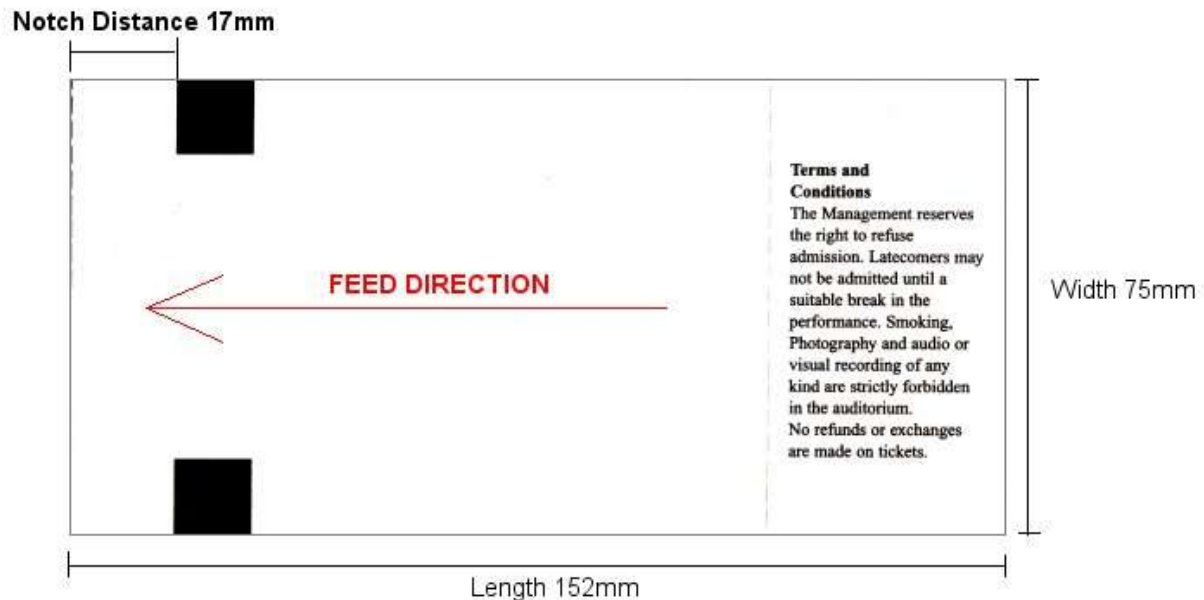
The main elements to note from the above sample ticket are:

Length – 152mm
This is the length of the ticket as measured with a ruler in millimetres.

Width – 75mm
This is the width of the ticket as measured with a ruler in millimetres.

Notch Distance – 17mm
This is the distance in measured in millimetres from the beginning of the ticket to the black mark / timing bar / notch. The notch could be located on the thermal or non-thermal side of the ticket and can sometimes also be a hole or puncture in the ticket. For the purposes of this example our notch is on the non-thermal side of the ticket as this is the most common scenario.

Feed Direction
The feed direction shows the direction in which the tickets should be loaded into the printer. It is defined as being the shortest distance to the black mark / notch to be entered into the printer first. The print rotation can be changed at a later stage in setup, so do not worry that your tickets will print upside down.

1. Creating a Page Form (ticket size) for Windows

Highlight your printer by left clicking the mouse once.
Select "Print server properties" option in the top selection bar.
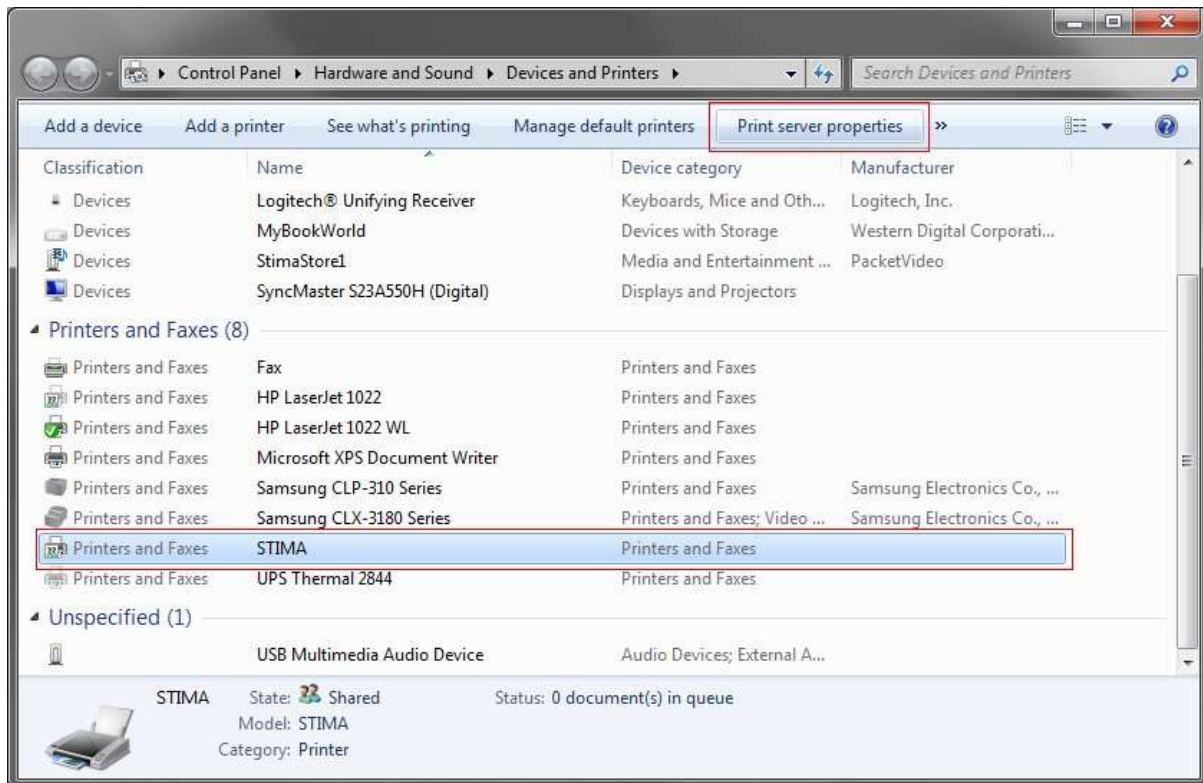
Select the "Forms" Tab.
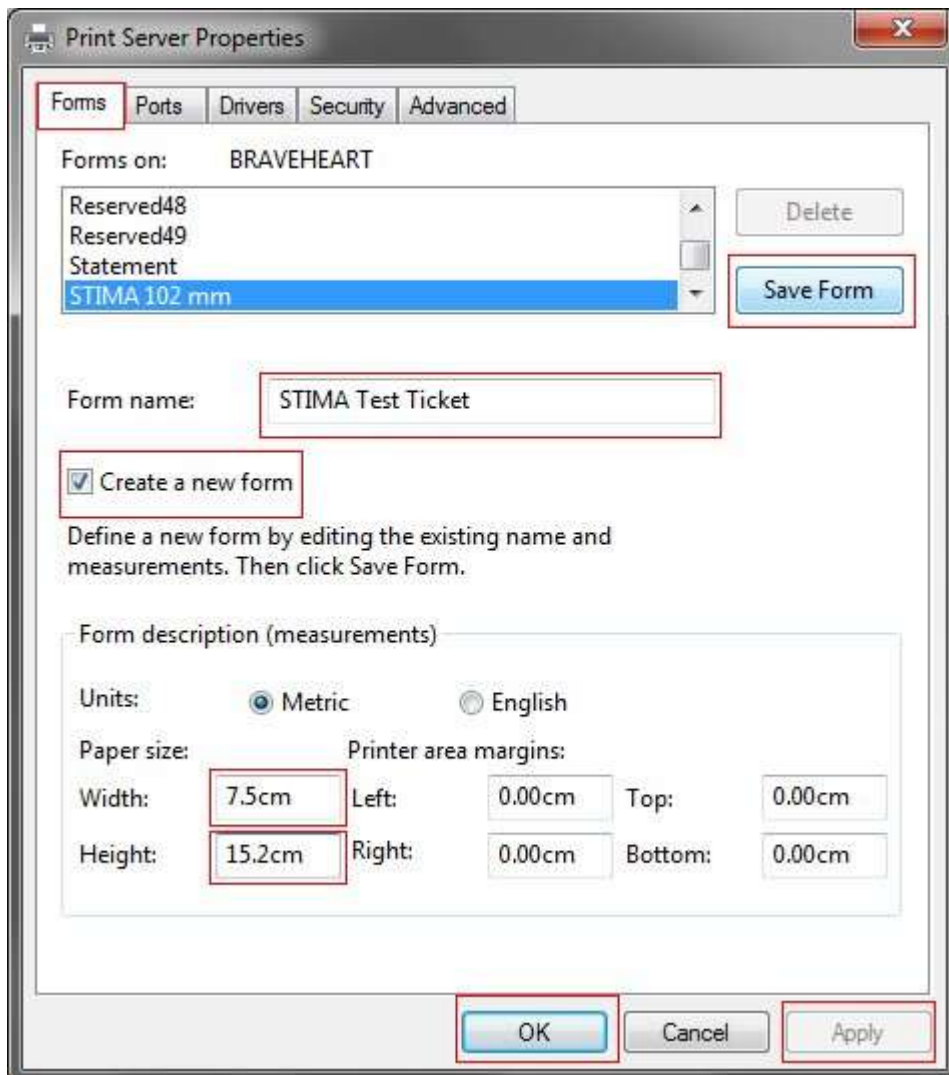
Check "Create a new form" option.

Enter the name you want to call your ticket stock size in the "Form Name" text field.

Enter the width of the ticket in the Paper Size : "Width" text field.

Enter the length of the ticket in the Paper Size : "Height" text field.
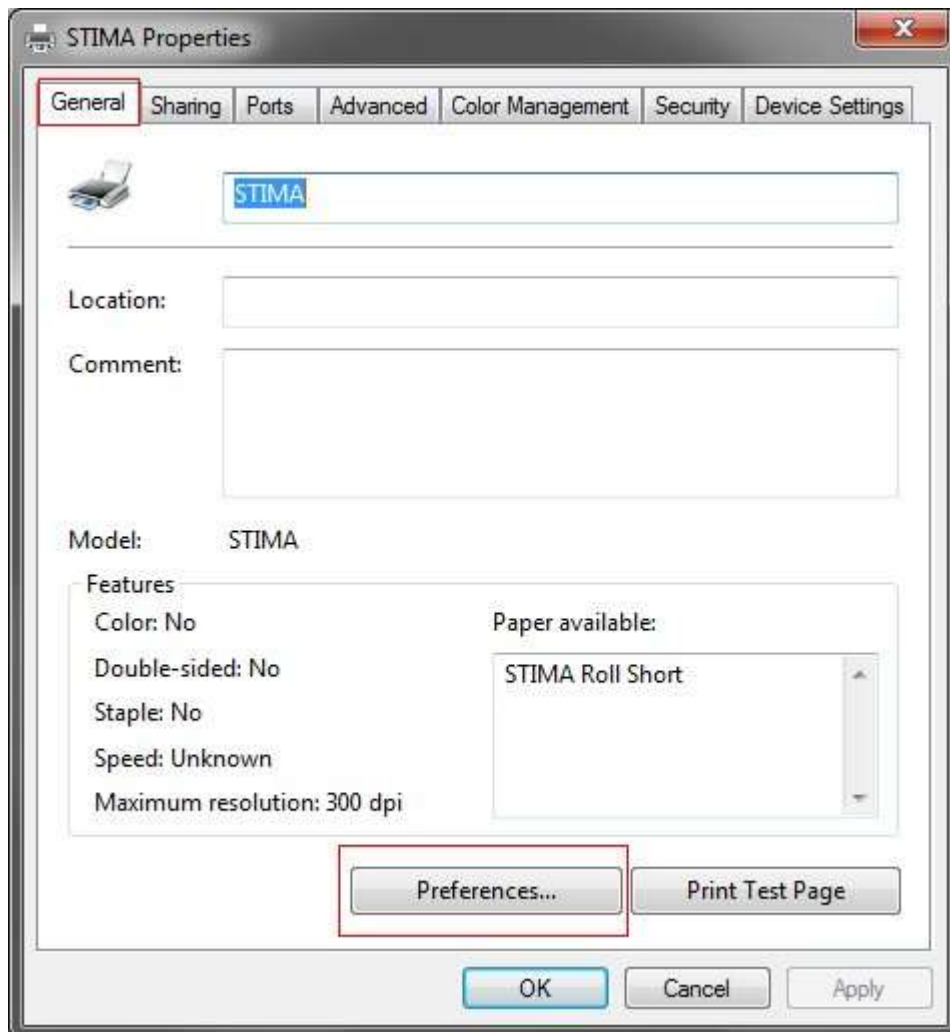
Press the "Save Form" button.

Press the "Ok" or "Close" Button.
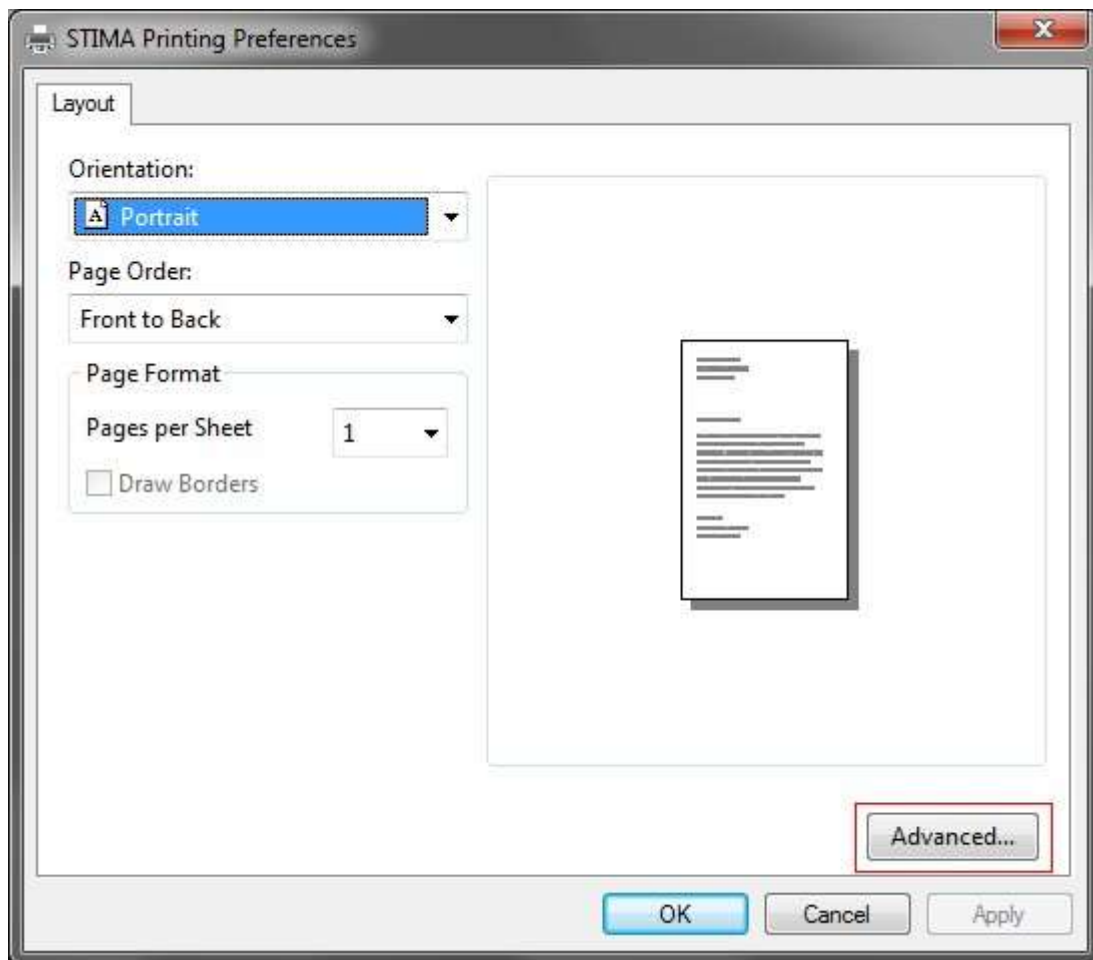
2. Configuring the Printer Driver

On the "Printers and Devices" window right click on the installed printer and choose the "Printer Properties" option.

Select the "General" tab.
Select the "Preferences..." button.

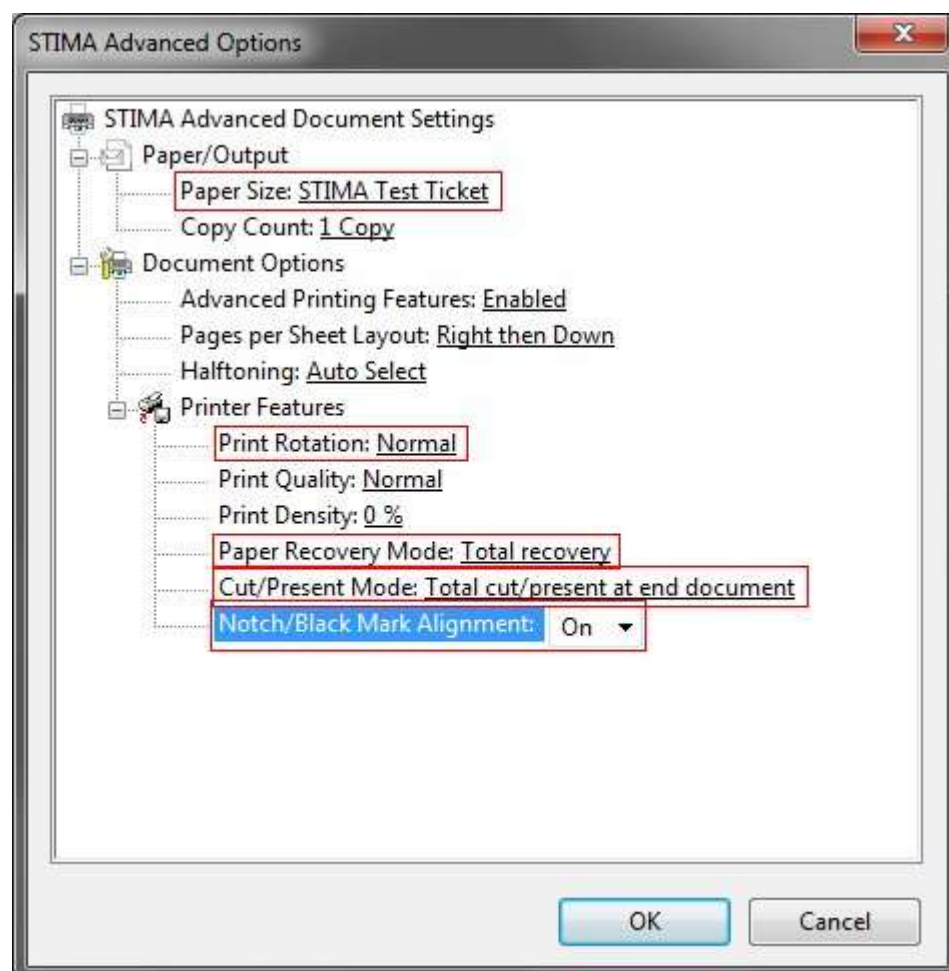On the next screen select the "Advanced" button.

Choose the "Paper Size" which was created in the previous step.
Choose the "Print Rotation" you require. If the ticket is printing upside down, then set to "Reverse".
"Paper Recovery Mode" should always be set to "Total Recovery".
"Notch / Black Mark Alignment" should be set to "On".

Depending on how you would like to cut or present your tickets you will need to choose the correct setting for "Cut / Present" mode. If you prefer to cut every ticket this should be set to "Cut / Present at End Page". If however you prefer to print a transaction and then cut then choose "Cut / Present at End Document". For printers with no cutter such as the STIMA CMP models it is advisable to set this to "Cut / Present At End Document".
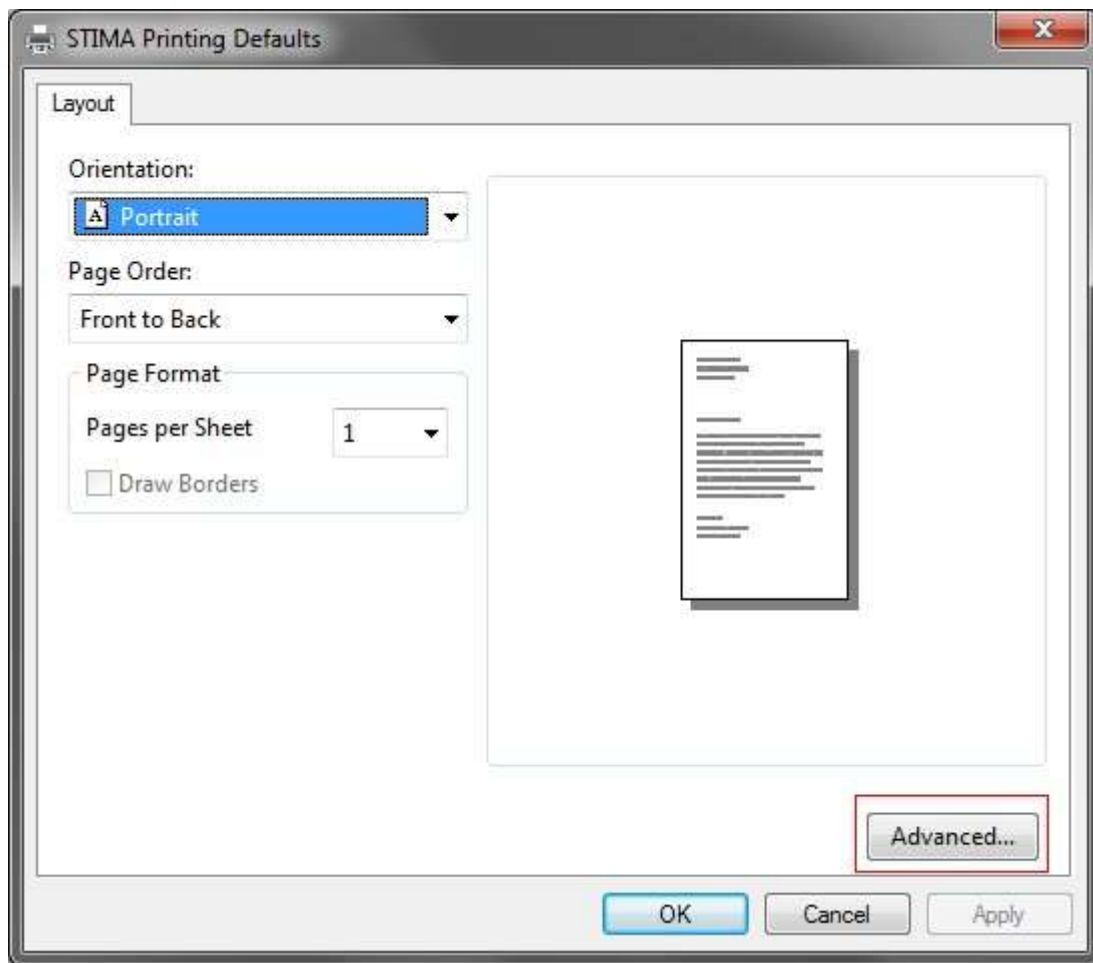
Return to the "Printer Properties" window.
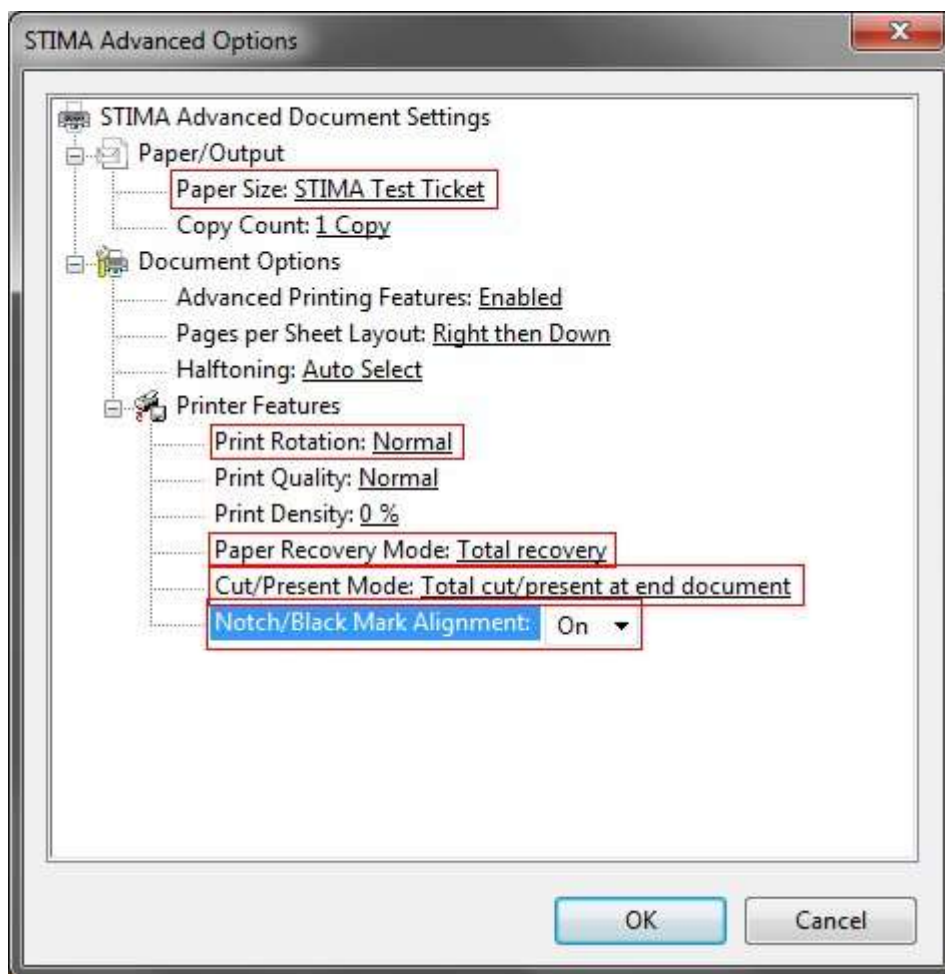Select the "Advanced" tab.
Select the "Printing Defaults…" button.
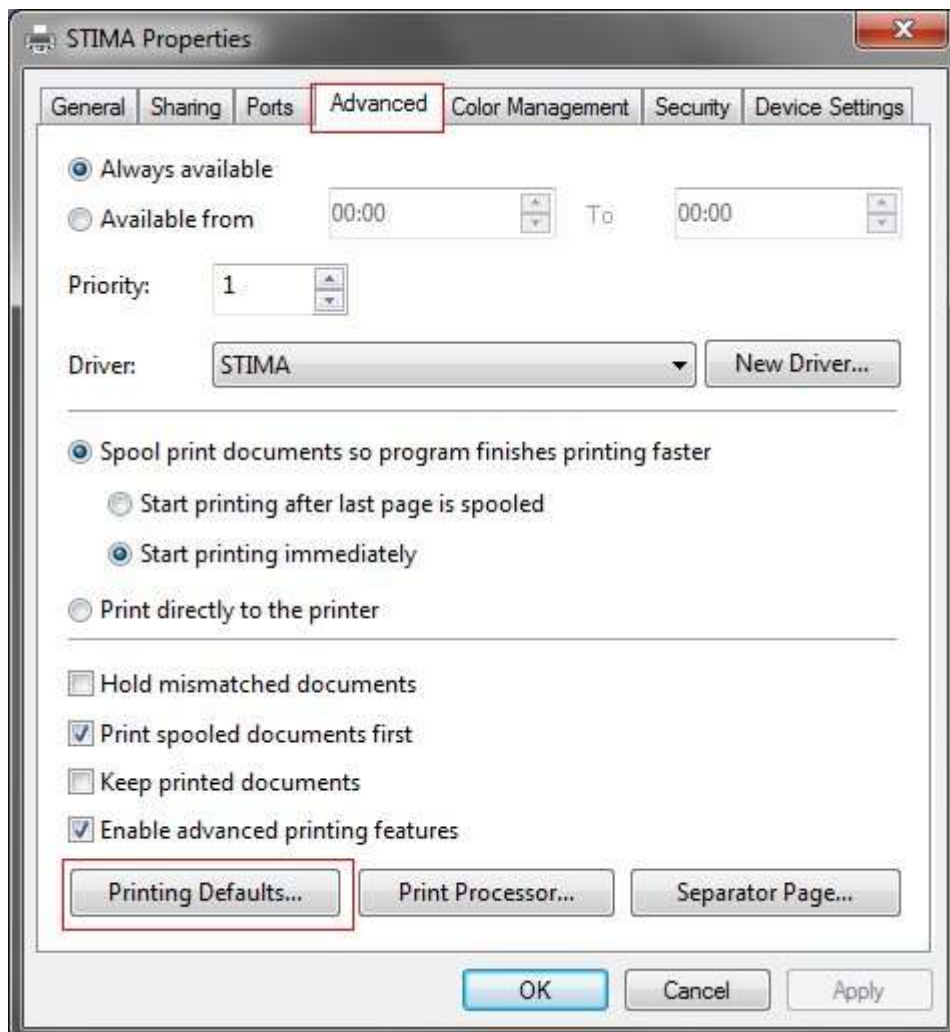
On the next screen select the "Advanced" button.

Choose your Printing Default options as per your previous Printing Preferences.

3. Configuring The Printer

Once the driver is installed and Windows has been configured, the last step is to configure the printer itself according to the ticket stock being used.

Start by opening the Printer lid / lids to reveal where the tickets pass through the printer.

First adjust the Guide (on right) by pressing the Guide Adjustment Button and moving the Adjustable Guide so that it is the same width as the ticket stock being used. This should not be set too tightly or the tickets will not be able to flow freely through the printer.

Next the Notch position Sensor may need to be moved so that it is located directly underneath the notch / black mark on the ticket. This sensor can be moved with a small screwdriver or pen, but care must be taken not to break or press the sensor itself. There is a small plastic handle to allow for easier movement of the sensor. The sensor can be moved anywhere across the width of the printer so as to ensure it can sense the black mark located anywhere on the ticket stock.

If your ticket stock has a Notch / Black Mark on the thermal side (top) of the ticket then you should adjust the upper sensor on lid rather than the bottom panel.

If your ticket stock has a Hole / Gap, then you should adjust both the sensor on the bottom panel and the top panel so that they are aligned to the Gap / Hole.

Adjustable Guide

Guide Adjustment Button

Notch Position Sensor
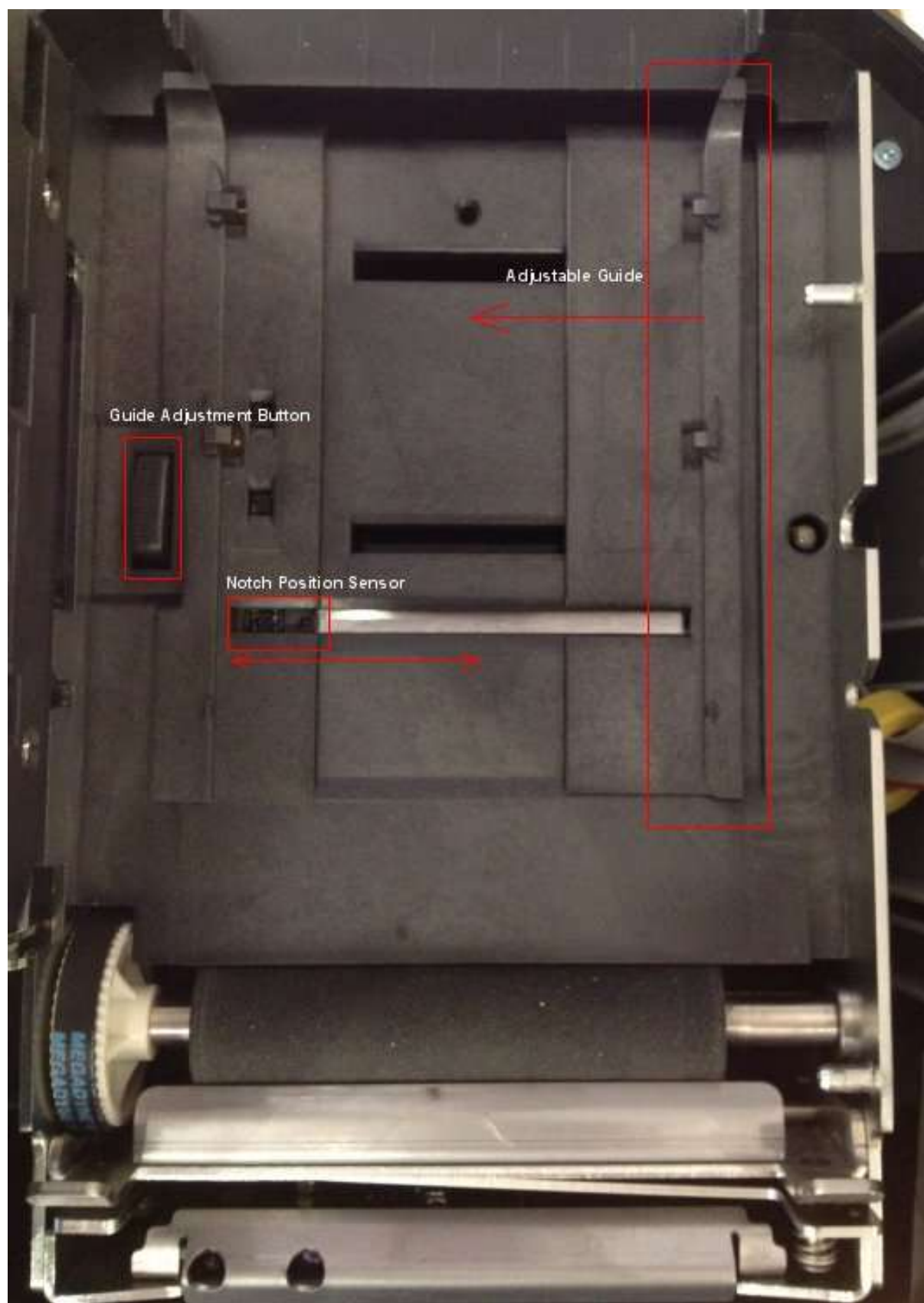
4. Configuring The Printer Settings

When connected via the USB cable the printer will display as a Mass Storage device, much like a USB Key / Dongle. It will be displayed as a "Flash Drive", while the actual drive letter will change from one system to another.
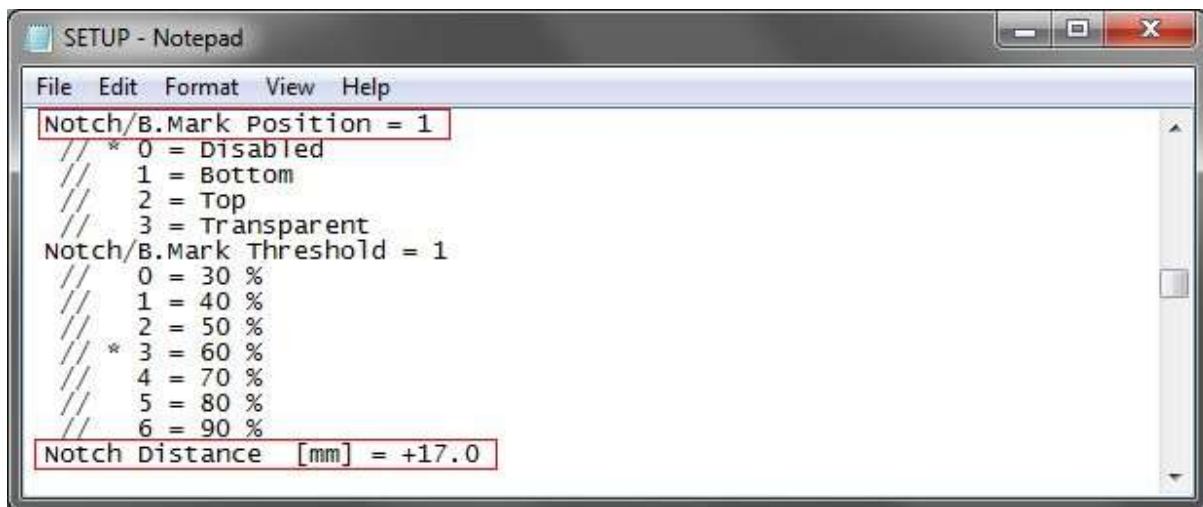
Go to "My Computer" in Windows and open the Flash Drive.
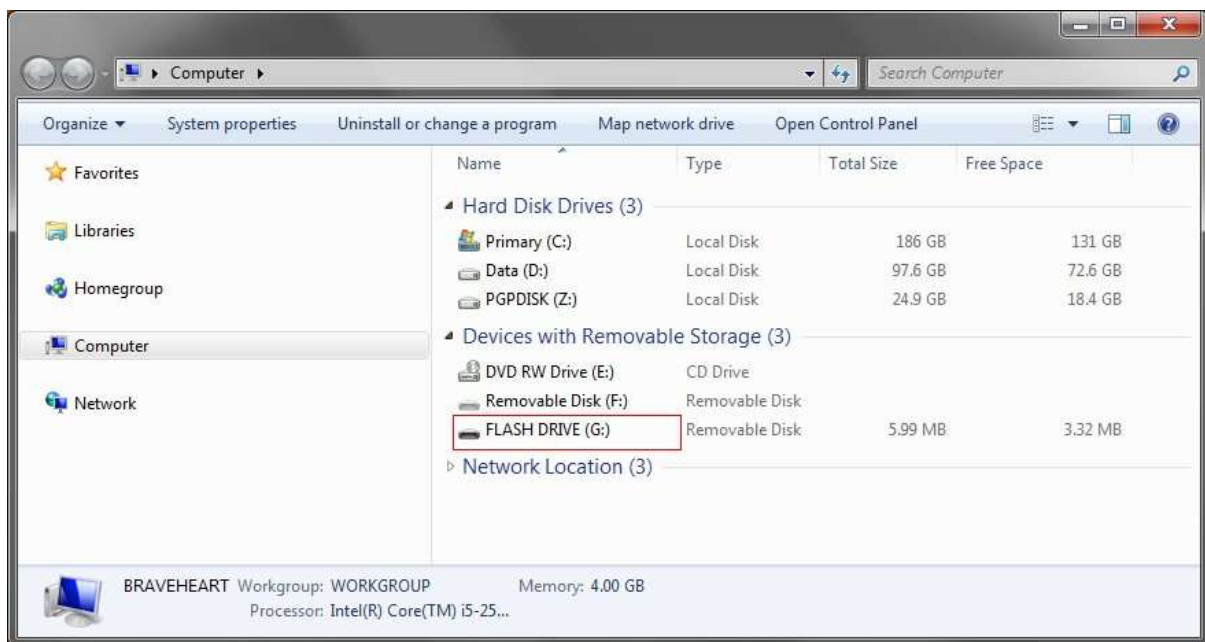
Double click the "Setup" file. It should open in Notepad or your default text editor.
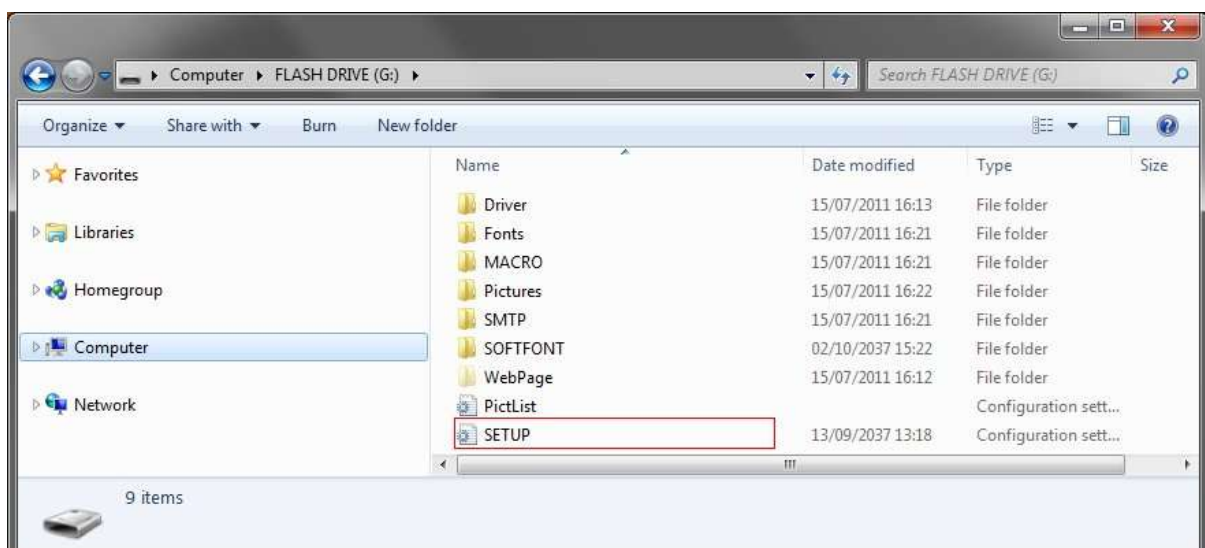
Scroll just over half way down the setup file until you locate the following settings.

Make sure to select the correct Notch/B.Mark Postion.

This setting tells the printer which sensor to use to locate the Notch / Black Mark on your ticket.

Setting =1 will turn on the bottom sensor (most commonly used, non thermal side)

Setting=2 will turn on the top sensor (if notch is on thermal side)

Setting=3 will turn on both sensors to look for a Gap / Hole in your ticket. The sensors must be aligned in the printer to use this correctly.

The Notch Distance setting determines where the printer will Cut / Align to. This is the distance from the beginning of the ticket to the Notch / Black Mark on the ticket and is as shown below. The measurement is in millimetres.
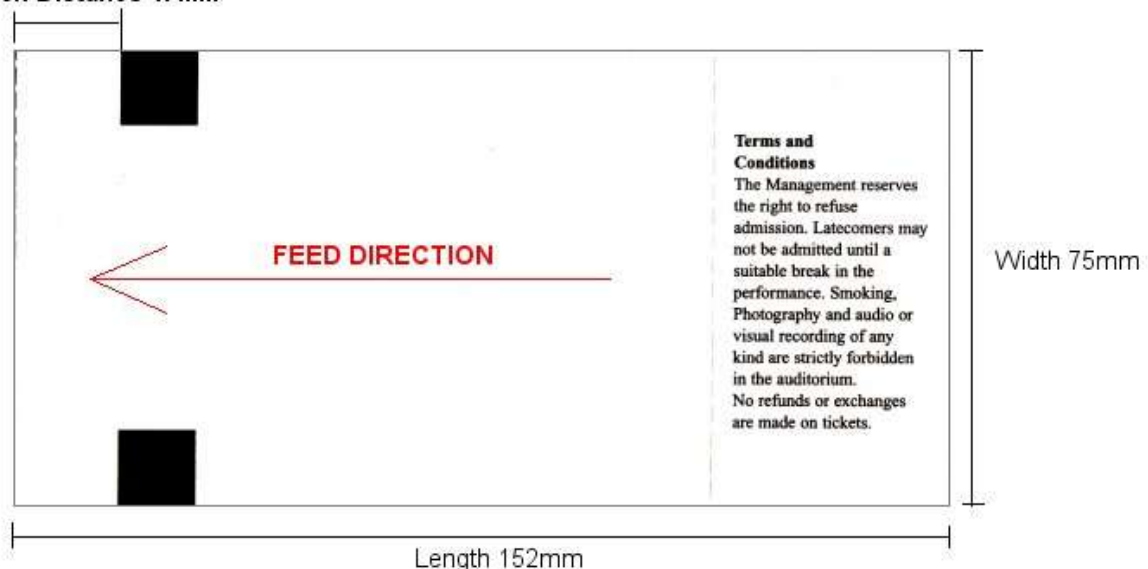
Select "File" and then "Save" to save your changes to the setup file.

Reload your ticket stock into the printer.