

# How To: Installing Updox Central Printer

Last Modified on 02/26/2025 6:09 pm EST

**\*\*To use this printer you must also have Updox Central installed\*\***

Note: Updox printers are currently incompatible with ARM-based processors on Windows devices. Our printers will not install on these devices.

## Step 1: Navigate to the Control Panel

Select the Start menu and open the Control Panel. Depending on your version of Windows, there may be slight variations.

## Step 2: Add a printer

Select Devices and Printers from the Control Panel and click on *Add a Printer* . Then click on *The printer that I want isn't listed* .

## Step 3: Add a local printer

When the Find a printer by other options screen comes up , we are going to select Add a local printer or network printer with manual settings .

If you see a prompt that says Automatically detect and install --> Make sure it is not selected --> Click Next.

## Step 4: Choose a port

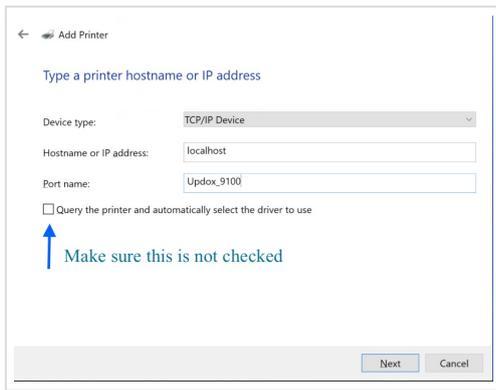
We are going to use an existing port if it is available. From the drop-down list of ports, choose the *Updox\_9100* option. If this port is not available see below "create a new port".

Click **Next**.

*If you do not see Updox\_9100 as an option, follow the instructions below to create a new port.*

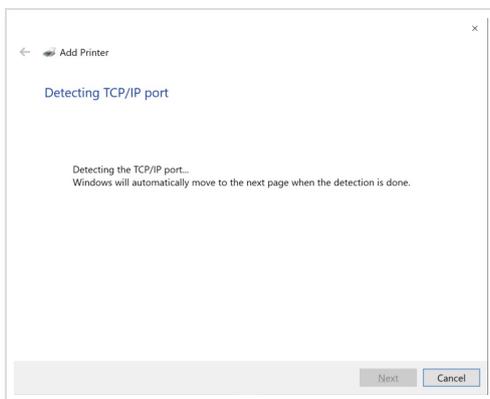
## Creating a New Port:

1. Select the Create New Port option.
2. Select *Standard TCP/IP Port* as the type of port.
3. Enter *localhost* for the Printer Hostname or IP Address.
4. Enter *Updox\_9100* for the port name.
5. If you have a *Query the printer and automatically select the driver to use*.



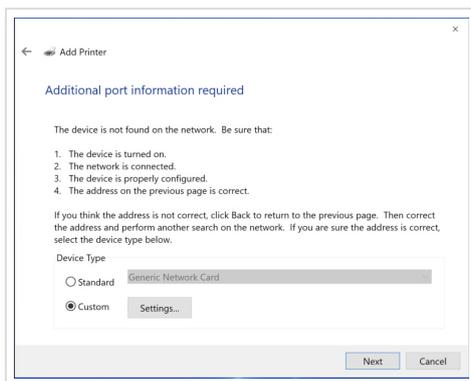
Click **Next**.

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Windows will try unsuccessfully to detect the printer. This usually takes 30-40 seconds.

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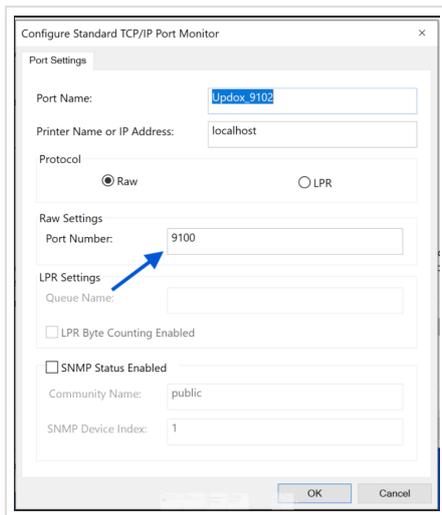


If you are using the default port of 9100, click **Custom**.

Then click **Next**.

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If you had to choose a different port other than 9100 Click "Custom" & "Settings". Change the port to the same port set in Updox Central.



Click **OK**

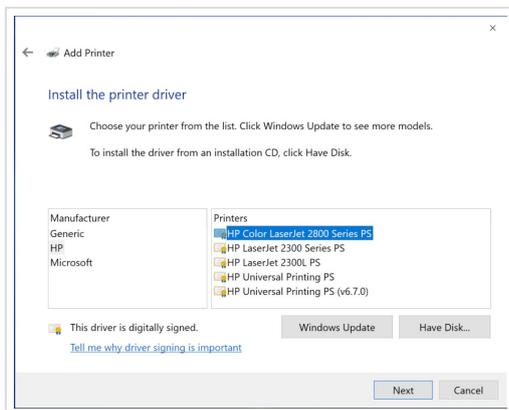
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## Step 5: Choose a printer

You will be prompted to choose from a list of Manufacturers and Printers. On the left side under Manufacturer **select HP** from the list.

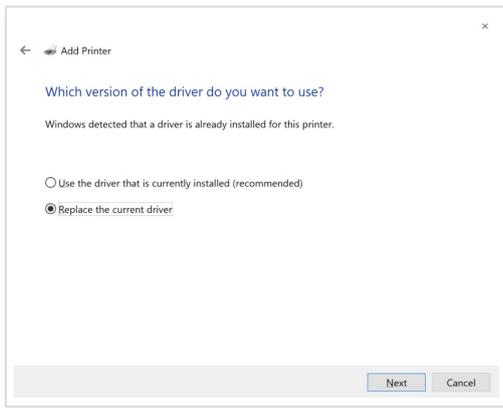
On the right you will select the type of printer. A ColorLaserJet Series PS printer must be selected do not select a PCL type driver.

- HP ColorLaserJet 2800 Series PS (Preferred)
- HP ColorLaserJet 3700 PS Class Driver
- HP ColorLaserJet 3800 PS Class Driver



Click **Next**

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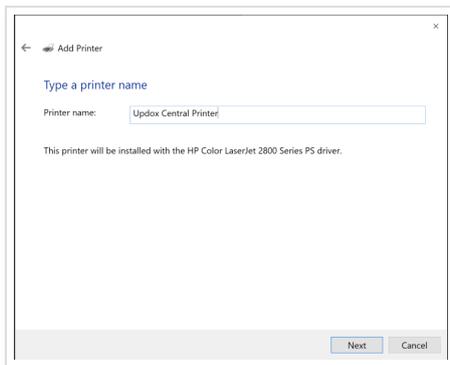
Click "**Replace the current driver**"

Then click **Next**.

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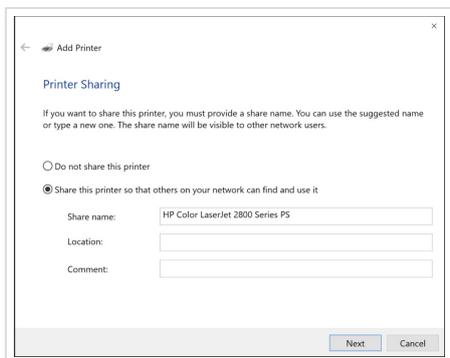
## Step 7: Choose a name for this printer

Change the name of the printer to *Updox Central Printer* so it is easily identified from your list of printers.



Depending on your version of Windows, the following questions may be asked

- Make this the default printer? This is up to you, you can change this setting at any time.
- Share this printer? Unless you know you need a shared printer, we recommend not sharing.



**Print a test page!**

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We usually print a test page just to make sure that the new printer is correctly configured. If your test page worked correctly, you will see a new item at the top of your Updox Inbox. The item will be a green print item.

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