

powerdriver™ **v4**

Windows 7/8

Installation Guide
Sawgrass
SG400 & SG800

SAWGRASS™

THE ART OF WHAT'S NEXT

v20150401

There are two steps required to complete the installation and configuration process for the PowerDriver-v4 to work with the Sawgrass Virtuoso SG400 and SG800. Complete both as described below for optimum results. Failure to do so will result in poor color output.

Step 1: Following the step by step instructions in this document, download, install and register the PowerDriver-v4

Step 2: Configure your design software by accessing the instructions on the Installation and Configuration web page.

Important!

- On the computer being used, it is necessary that all existing versions of PowerDriver 4.x be updated to the version 4.2 used with the SG400 and 800. The software installer will automatically update all instances.
- Prior to software installation, completely install the printer and all of its options following instructions in the User Guide.
- Perform the hardware installation through the initial ink fill, but power off the printer prior to connecting it to the computer via USB and installing the software.
- Do not connect the printer to a computer via USB or power it on until directed to do so during the installation of software.
- Connecting the printer to the computer via USB prior to being instructed to do so may cause the printer to not be automatically recognized resulting in a communication failure with the PowerDriver.
- To avoid any errors, you must restart your computer after the installation of PowerDriver.

PowerDriver-v4 SG400/800 – Installation Guide

Step 1 of 2: Download and Installation

The following instructions explain how to download, install and register the PowerDriver-v4 for the Sawgrass Virtuoso SG400/800. These instructions feature Windows 7, Internet Explorer 11 and the SG400. Your experience may differ based on the operating system and internet browser being used.

NOTE: To avoid potential errors, quit all open applications prior to installation of PowerDriver-v4.

- 1) To start, visit <http://www.sawgrassink.com/Tech-Support-Pages/sublijet-hq/SubliJet-HQ-Virtuoso-SG400/Getting-Started.aspx>. Once on the Installation and Configuration Instructions webpage, click on the appropriate printer link in Step 3, **Sawgrass Virtuoso SG400** or **Sawgrass Virtuoso SG800** (see FIGURE 1).

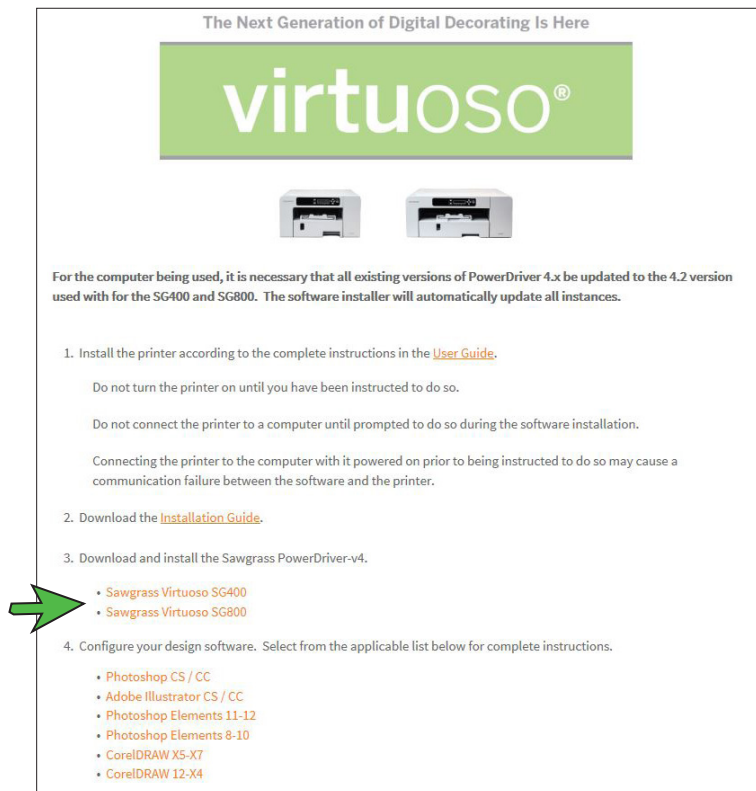


FIGURE 1

Note: At anytime during the download and installation process, your firewall or virus protection software may present warnings. Make the appropriate selections necessary to continue.

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- 2) The following window will appear asking if you to select your region. For this example, we will select **The Americas**. Then a window will appear asking if you want to Run, Save or Cancel. Click **Save** (see *FIGURE 2*).

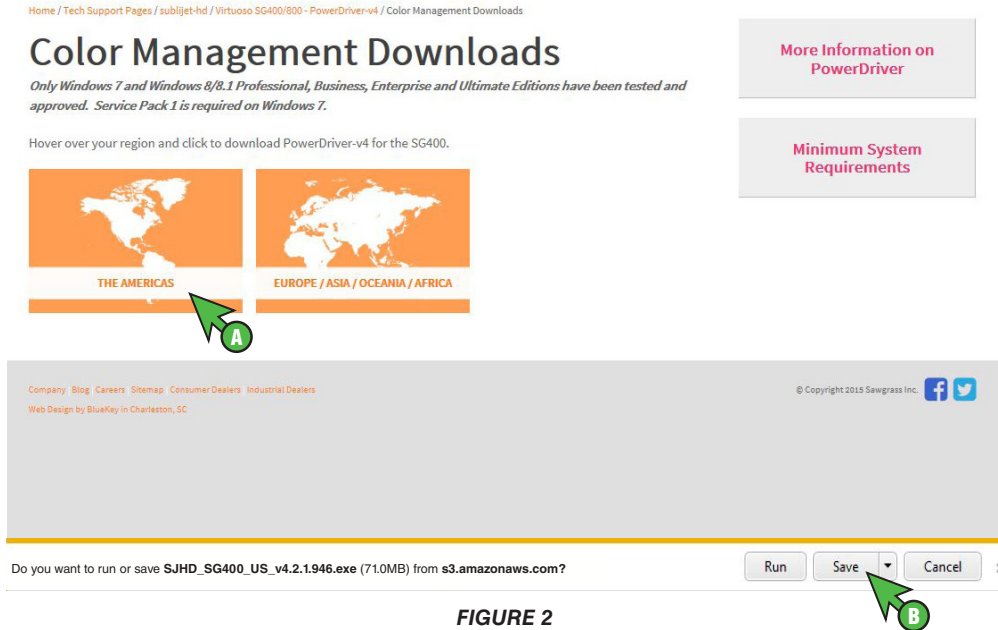


FIGURE 2

- 3) The file will begin downloading into the Downloads folder on your computer. When complete, the download message at the bottom of the screen will give you the option to **Run, Open** or **View downloads**. Click **Run** (see *FIGURE 3*).

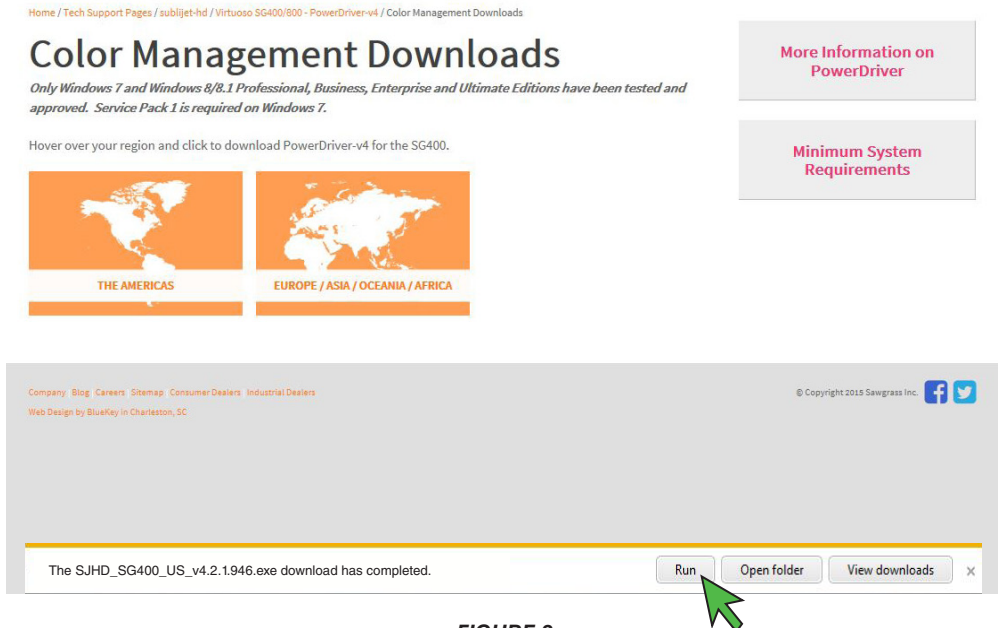


FIGURE 3

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- 4) Select the appropriate language and click **OK** to continue (see *FIGURE 4*).



FIGURE 4

- 5) Verify that the PowerDriver is for the correct printer. If so, click **Next** (see *FIGURE 5*).

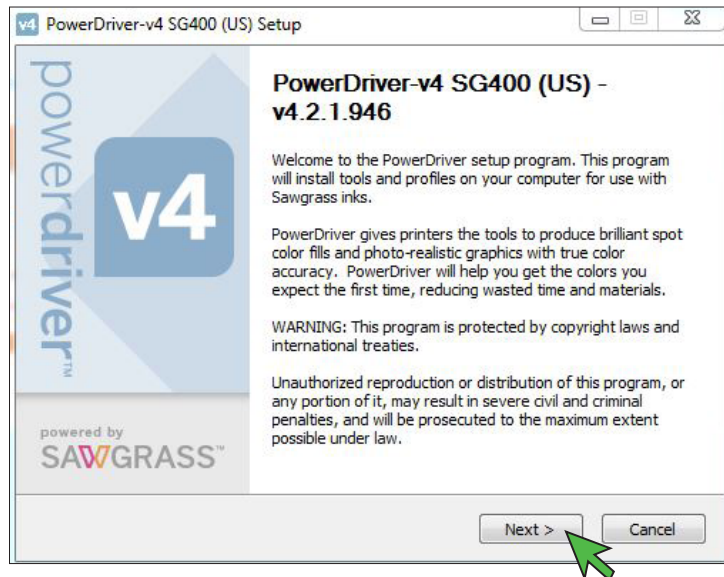


FIGURE 5

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- 6) If you agree with the terms of the License Agreement, click **I Agree** (see *FIGURE 6*).

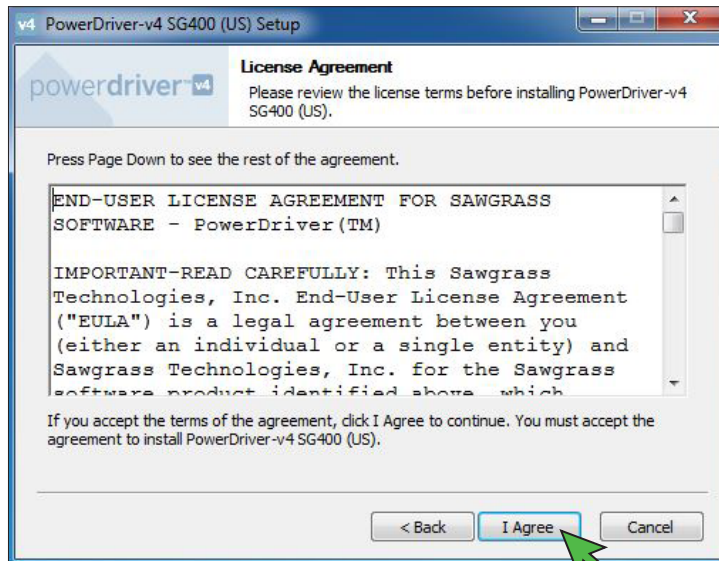


FIGURE 6

- 7) Click **Install** to allow PowerDriver to be installed into the correct destination folder (see *FIGURE 7*).

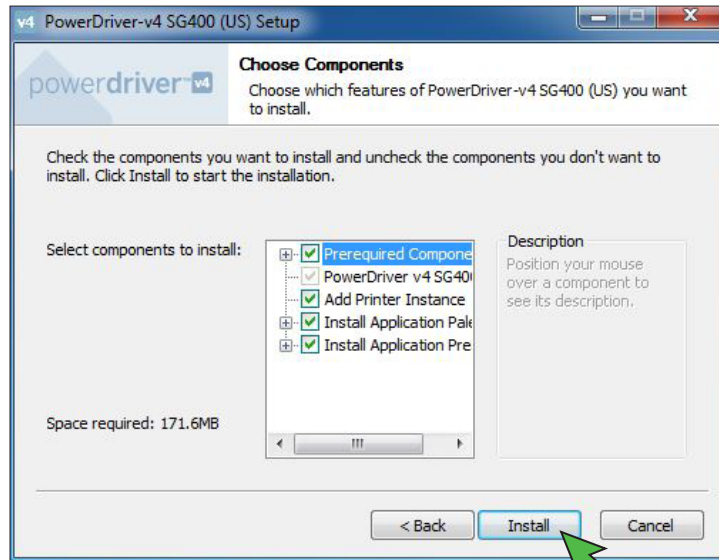


FIGURE 7

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- 8) If the appropriate Sawgrass SG400 printer driver is not currently installed, it will begin to download. The following status screen will be displayed during this process (see *FIGURE 8*).

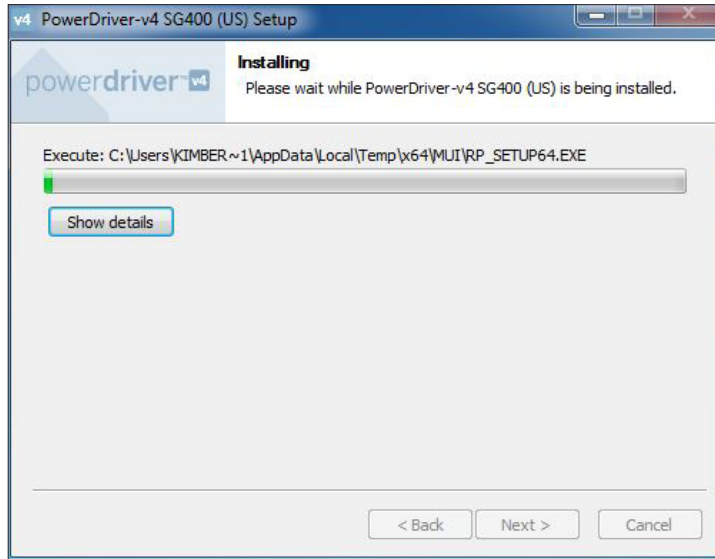


FIGURE 8

Note: If the appropriate Sawgrass SG400 printer driver is already installed and what is displayed in Figure 8 does not appear, skip to step 18.

- 9) Once the download has complete the Sawgrass SG400 printer driver will be installed. You will need to accept the Software License Agreement for installation to continue. If you agree with the terms select **I accept the agreement** and click **Next** (see *FIGURE 9*).



FIGURE 9

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- 10) Select **Add a new printer** and click **Next** (see *FIGURE 10*).

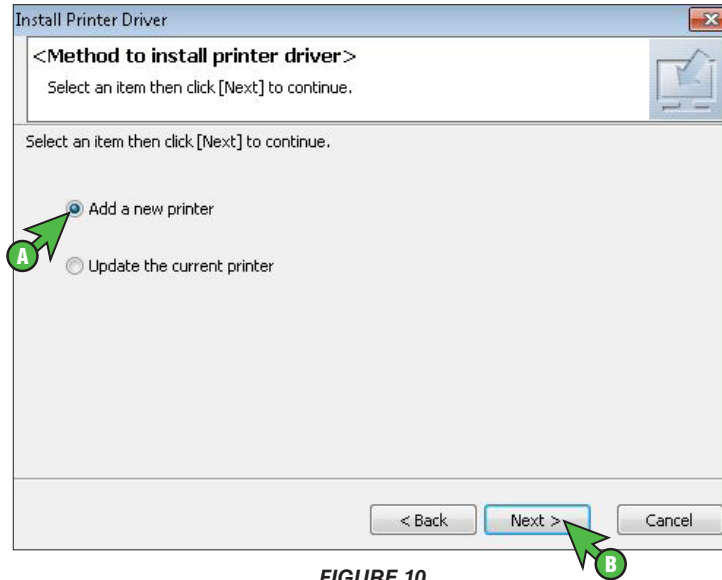


FIGURE 10

- 11) Select how the printer is connected to your computer and click **Next** (see *FIGURE 11*). For this example we will select **Connect USB cable**.

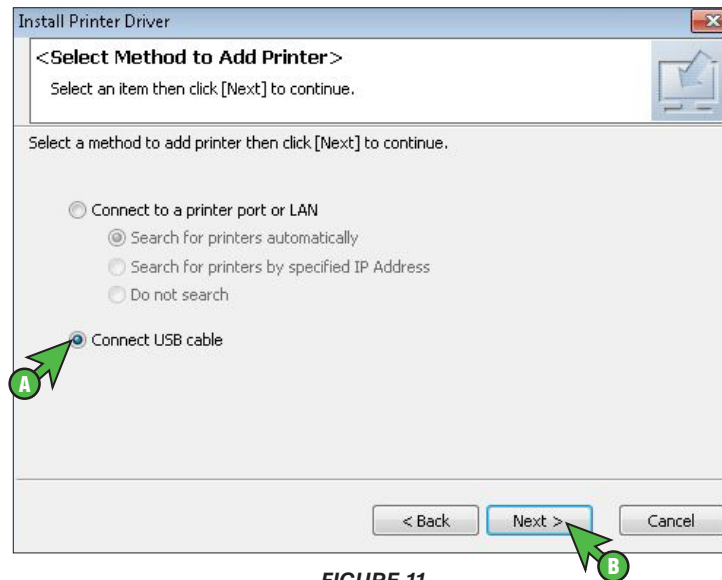


FIGURE 11

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- 12) Ensure your printer is powered **OFF** and the USB cord is **unplugged** from the computer and click **Next** to continue (see *FIGURE 12*).

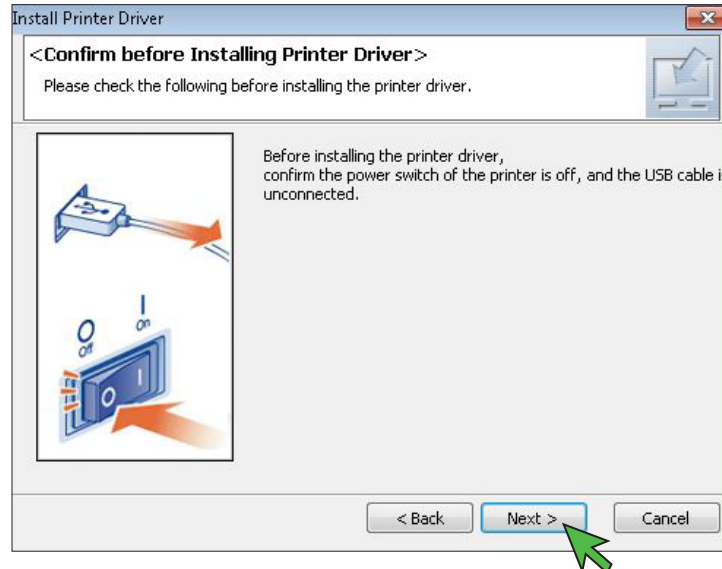


FIGURE 12

- 13) Once the files are finished copying, power the printer **ON**, plug the USB cord into the computer and the computer will begin auto-detecting the port (see *FIGURE 13*).

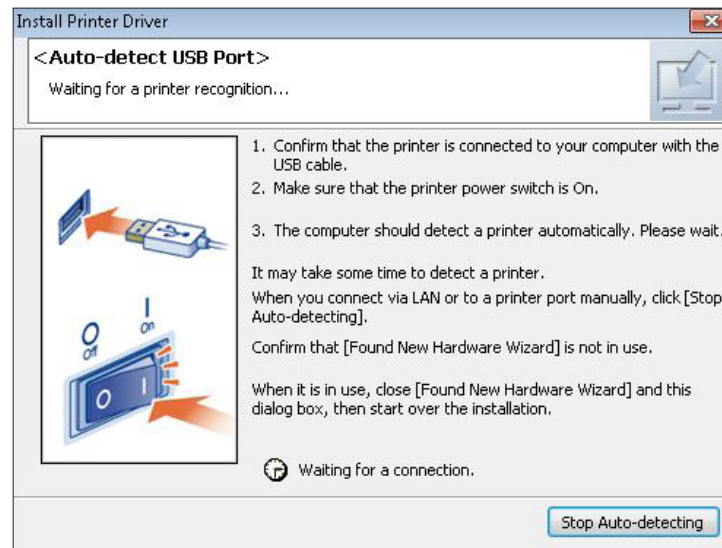


FIGURE 13

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- 14) In the following screen you are asked to customize the Status Monitor (see *FIGURE 14*). Adjust the settings according to your preferences and click **Next** to continue.

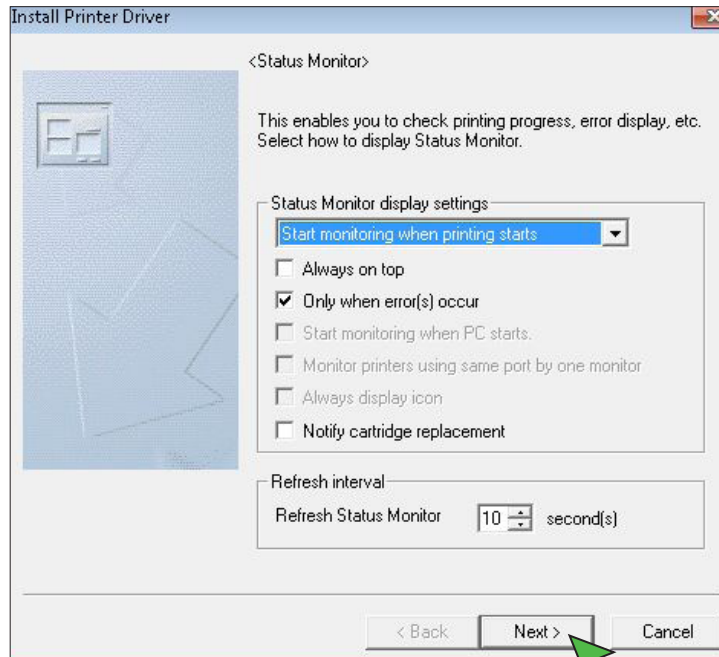


FIGURE 14

- 15) Click **Set Now** to continue (see *FIGURE 15*)

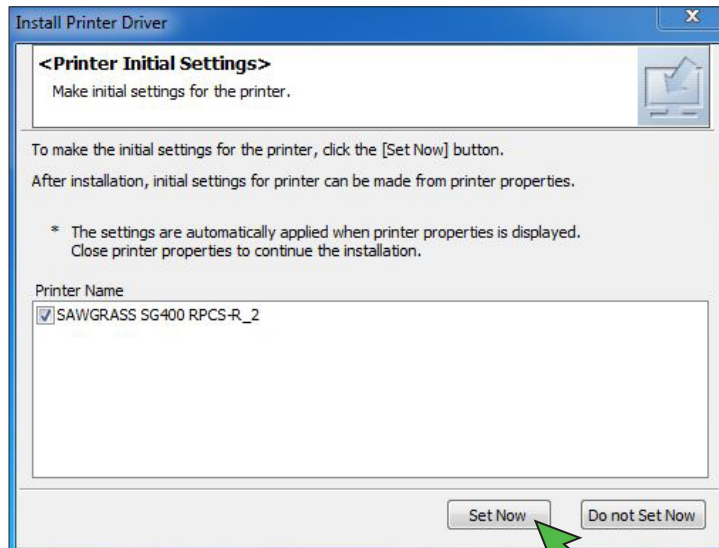


FIGURE 15

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- 16) If you have options installed on the printer be sure to select the ones that are applicable. Click **OK** to continue (see *FIGURE 16*).

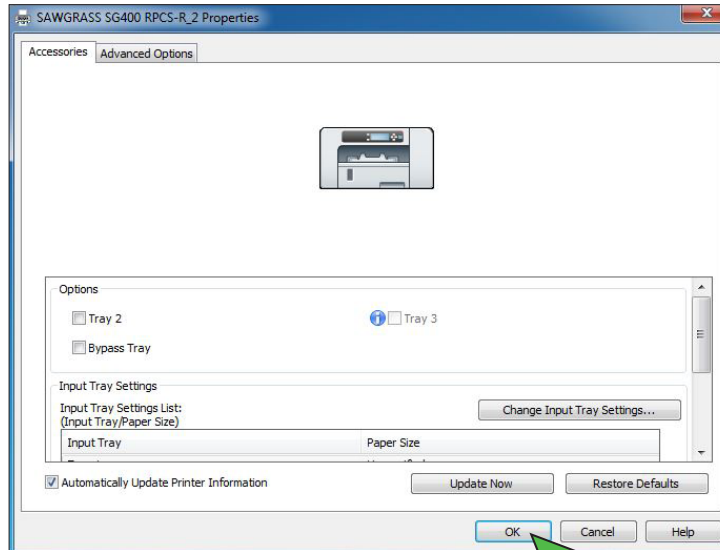


FIGURE 16

- 17) Select **No, restart later**. Click **Finish** to continue PowerDriver installation (see *FIGURE 17*).

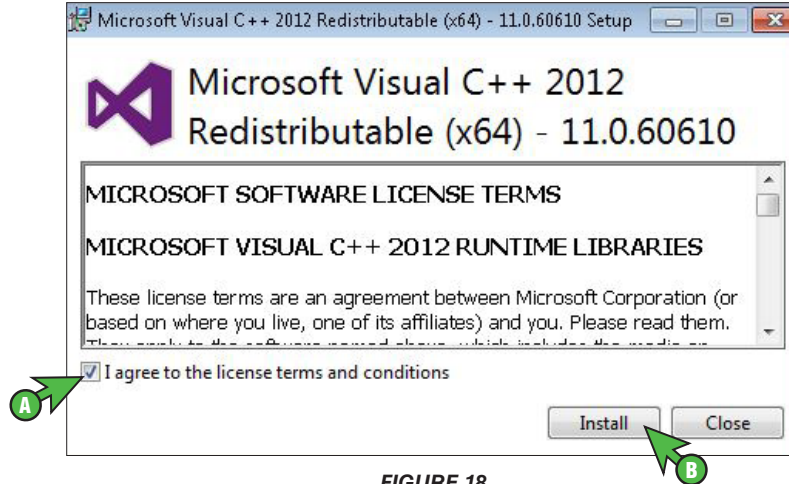


FIGURE 17

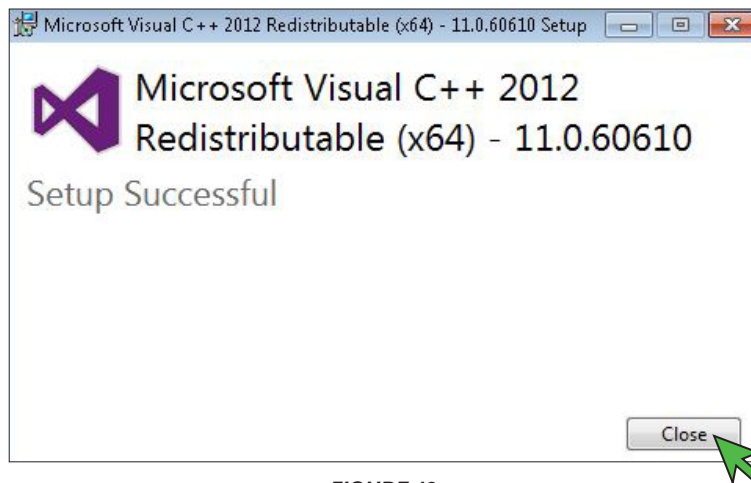
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- 18) The following screen may or may not appear. If it does, you will need to accept the software license terms for the installation to continue. If you agree with the terms select **I agree to the license terms and conditions** and click **Install**. If it does not appear, continue to step #20 (see *FIGURE 18*).



- 19) Once this portion of the installation is complete the following screen will appear. Click **Close** to continue (see *FIGURE 19*).



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- 20) Click Yes when prompted to **Register the PowerDriver**. A separate Registration window will appear (see *FIGURE 20*).



FIGURE 20

- 21) Take note of the Product ID number, it will be needed to register your software. Click the **Obtain Registration Code** button (see *FIGURE 21*).

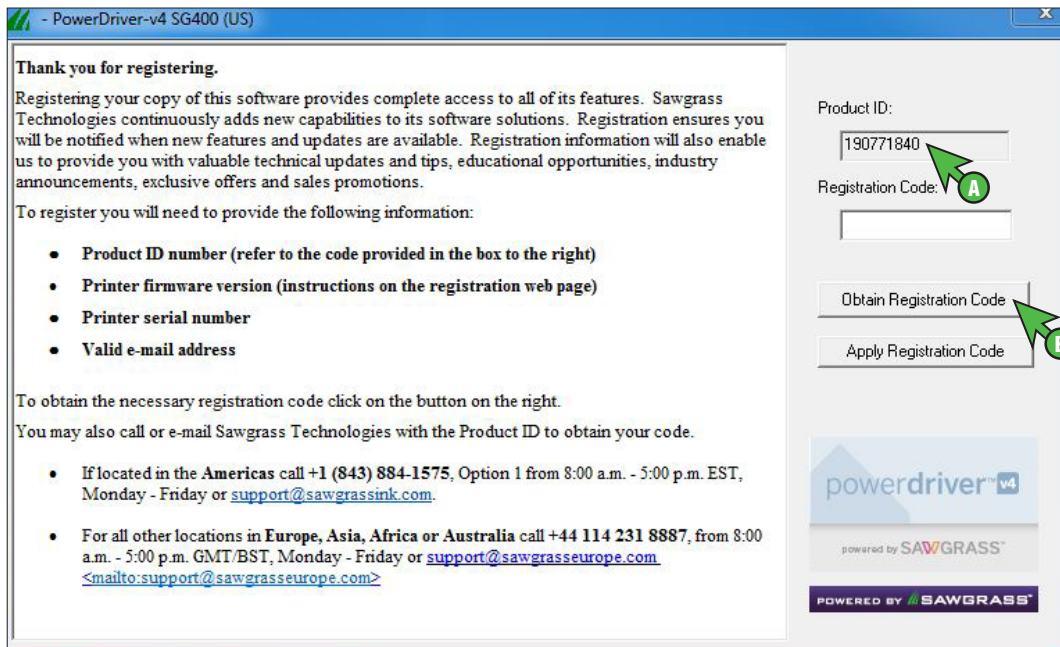


FIGURE 21

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- 22) On the Product Registration web page that automatically opens, fill in the required information and click **Submit** when complete. A registration code will be sent to the email address entered on that form (see FIGURE 22).

FIGURE 22

- 23) When the email with the **Registration Code** is received, enter it into the Registration Code text box and click **Apply Registration Code** (see FIGURE 23).

FIGURE 23

Note: If you have difficulties with registering online, note the Product ID described in step 21 above and call **843-884-1575, Option 1** or email support@sawgrassink.com. Registration codes via phone or email are provided 8:00 am – 5:00 pm EST, Monday – Friday. Also, separate registration codes are required for every machine on which the PowerDriver is installed.

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- 24) The message pictured below, confirming that registration was successful, will appear. Click **OK** to continue (see *FIGURE 24*).



FIGURE 24

- 25) The following screen confirming that the driver settings have been initialized will appear. Click **OK** to continue (see *FIGURE 25*).

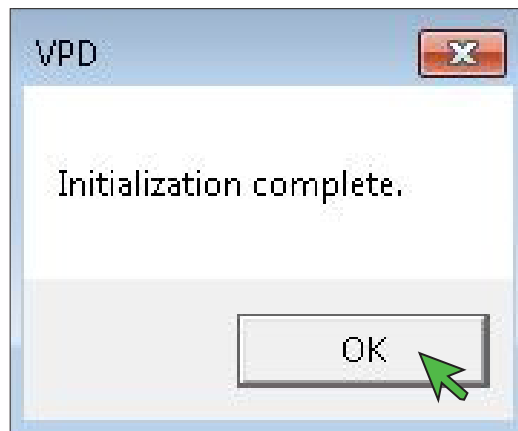


FIGURE 25

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- 26) You **MUST** restart your computer to complete the installation. Save and close any work that may be open and click **Finish** (see *FIGURE 26*).

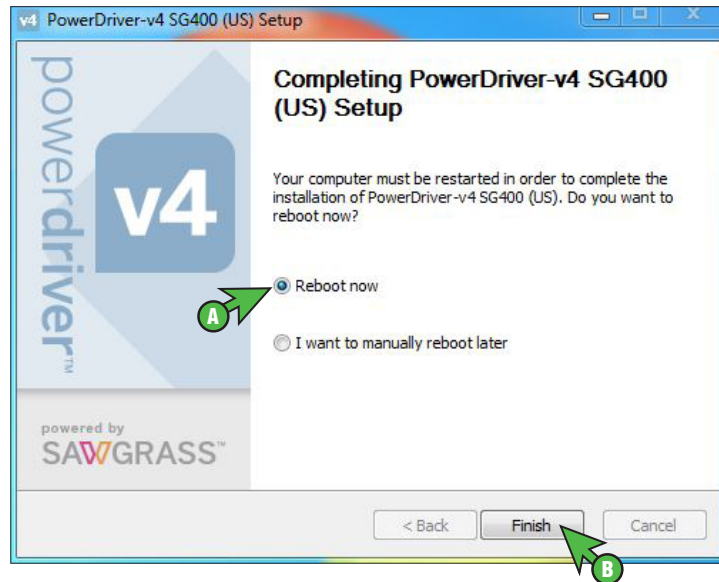


FIGURE 26

1 of the 2 steps of the installation and configuration process are now complete. It is very important to complete the last step, **Configure your design software** on the [Installation and Configuration](#) webpage.

For the absolute latest information and updates on all products, materials, processes and/or procedures relative to all offerings by or through Sawgrass Technologies, Inc., refer to our website:
www.sawgrassink.com