

Installation Guide: PowerDriver v4 (Windows OS)

 sawgrassink.com/Portal/Tech-Support/Technical-Documents/SubliJet-HD/SG400-SG800/Installation-Guide-PowerDriver-v4.aspx

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The following instructions explain how to download, install and register the PowerDriver-v4 for the Sawgrass Virtuoso SG400/800 on a computer using Windows OS.

Your experience may differ based on the operating system and internet browser being used.



Note

The Sawgrass printer driver is automatically installed with the PowerDriver-v4.

1. Download and install the PowerDriver-v4 for the SG400/800.
2. Configure your design software (i.e. CorelDRAW, Photoshop, Illustrator)

Step 1 is included in this document. It is important to complete step 2, configuring your design software, on the Installation and Configuration web page.



Tips

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.

Step 1: The following instructions explain how to download and install the Sawgrass SG400/800 Printer Driver and PowerDriver-v4. These instructions feature Windows OS, Internet Explorer and the SG400. Your experience may differ based on the operating system and internet browser being used.

1. Access the Sawgrass website at www.sawgrassink.com. Click on **Get Support** in the navigation bar. Follow the Product Support Wizard to select your ink (a), printer (b) and operating system (c). See Figure 1. Then click “Go” (d).

Product Support Wizard

Select your ink, printer and operating system to quickly locate all of you need to get your system set up and keep it operating smoothly - print and color management software downloads, step-by-step installation instructions, equipment and software videos, and more.

 Choose an Ink:
SubliJet HD  

 Choose a Printer:
Virtuoso SG400/800  

 Choose an Operating System:
Windows 7/8/8.1  

FIGURE 1

2. When the following window opens, select **Color Management Downloads**. See Figure 2a. Then select your printer model. For this example, we will select the **Virtuoso SG400**. See Figure 2b.

Virtuoso SG400/800 - PowerDriver-v4

Thank you for purchasing Virtuoso HD Product Decoration system, the industry's first and only fully integrated system designed specifically for sublimation. We are committed to making your experience with our technologies seamless and have created a number of online resources to help you get your system up to speed and operating smoothly. Get started below.



Getting Started

A comprehensive list of instructions, links and documents to get you completely set up for sublimation printing.



Color Management Downloads

PowerDriver V4--if you are a new user, click above on Getting Started for all needed software and software settings.



Problem or Technical Issue?

Colors off? Nothing printing? Lines through your images? Click here for any technical problems you may have.

FIGURE 2A

Color Management Printer

Select your printer model below.



[Company](#) | [Blog](#) | [Careers](#) | [Sitemap](#) | [Consumer Dealers](#) | [Industrial Dealers](#)

Web Design by BlueKey in Charleston, SC

FIGURE 2B

3. 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 3.

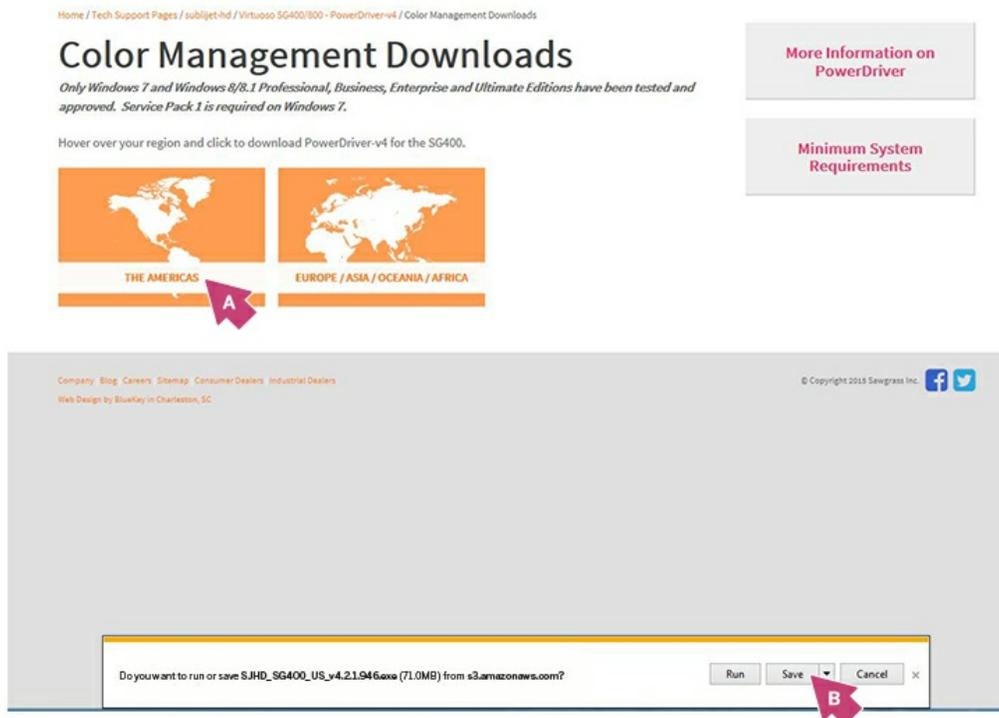


FIGURE 3

- 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 4.

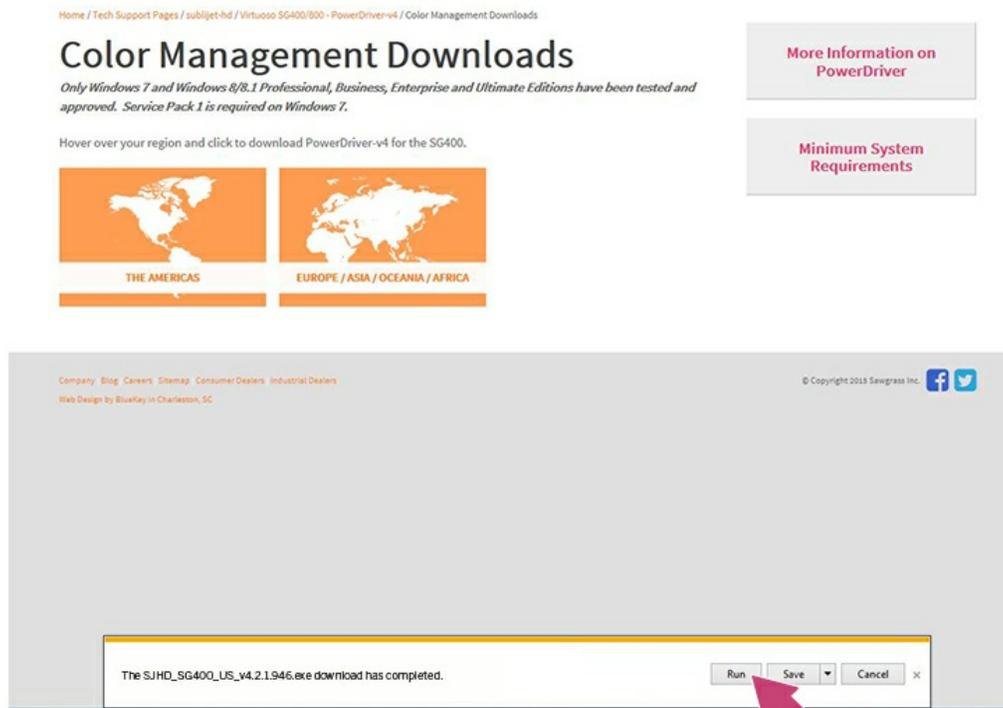


FIGURE 4

 **Note**

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

- Select the appropriate language and click **OK** to continue. See Figure 5.



FIGURE 5

6. Verify that the PowerDriver is for the correct printer. If so, click **Next**. See Figure 6.



FIGURE 6

7. If you agree with the terms of the License Agreement, click **I Agree**. See Figure 7.

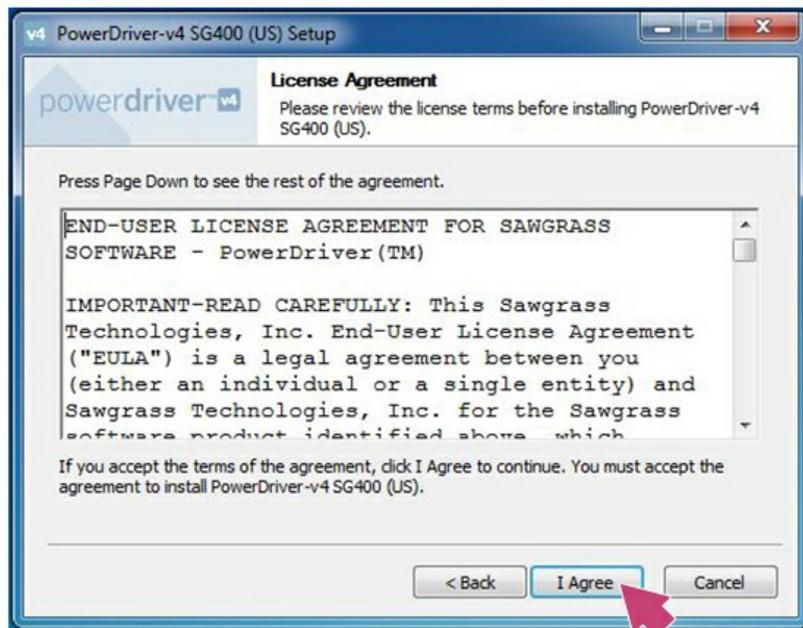


FIGURE 7

8. Click **Install** to allow PowerDriver to be installed into the correct destination folder. See Figure 8.

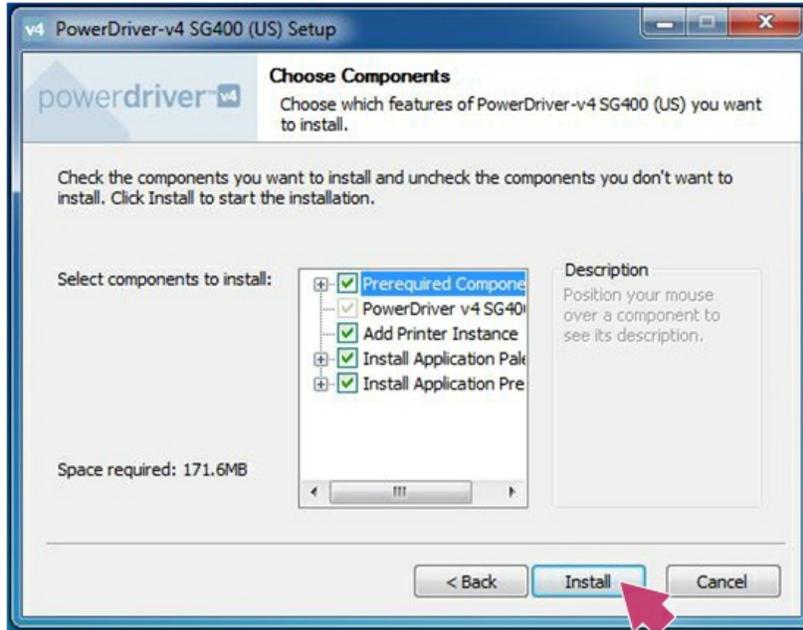


FIGURE 8

9. 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 9.

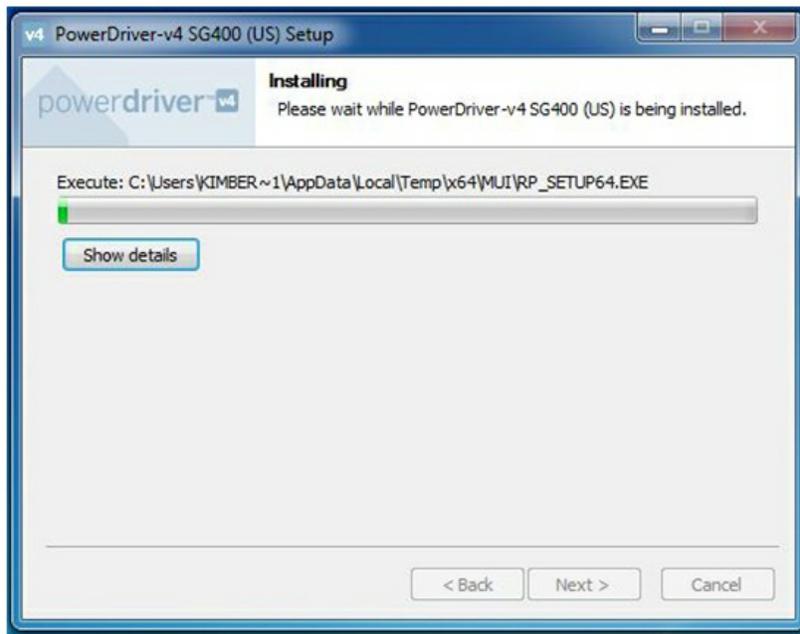


FIGURE 9



Note

If the appropriate Sawgrass SG400 printer driver is already installed and what is displayed in Figure 8 does not appear, skip to step 19.

- 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 10.

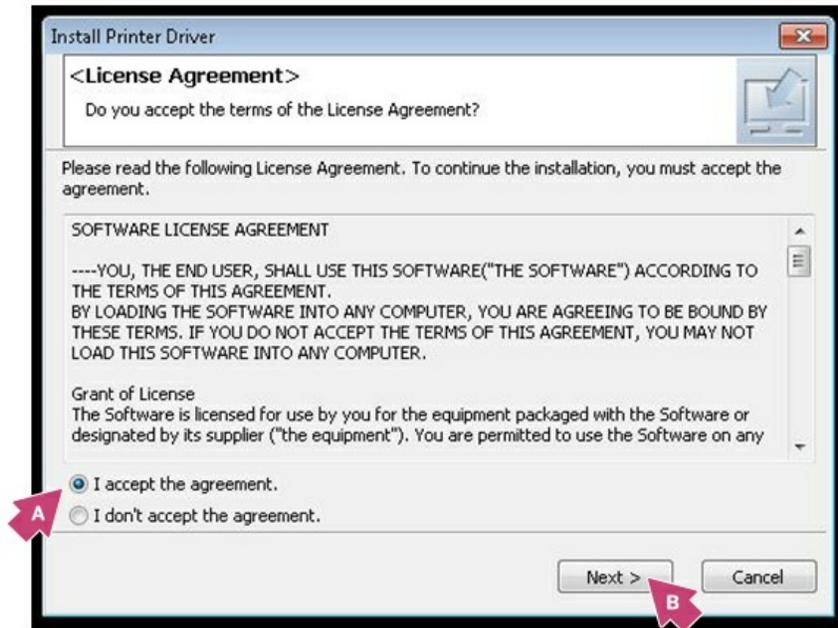


FIGURE 10

- Select **Add a new printer** and click **Next**. See Figure 11.

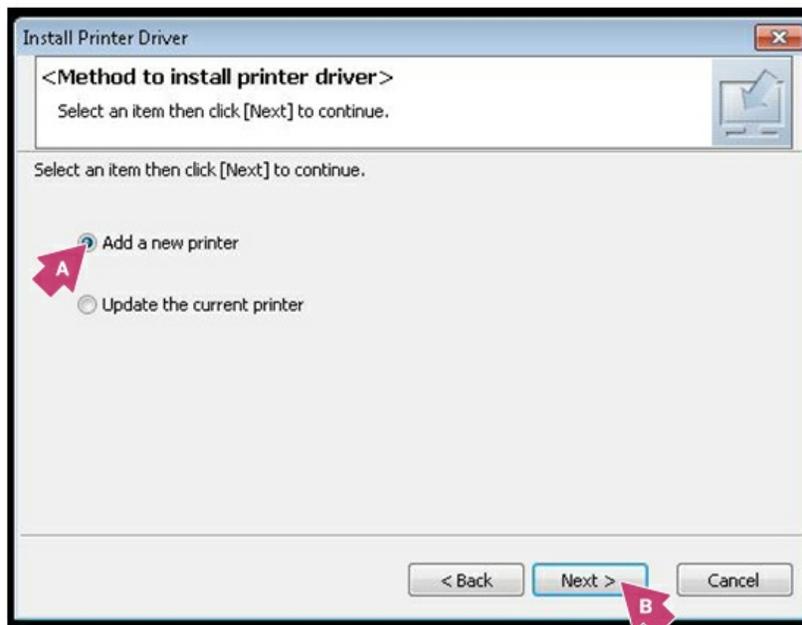


FIGURE 11

12. Select how the printer is connected to your computer and click **Next**. For this example we will select **Connect USB cable**. See Figure 12.

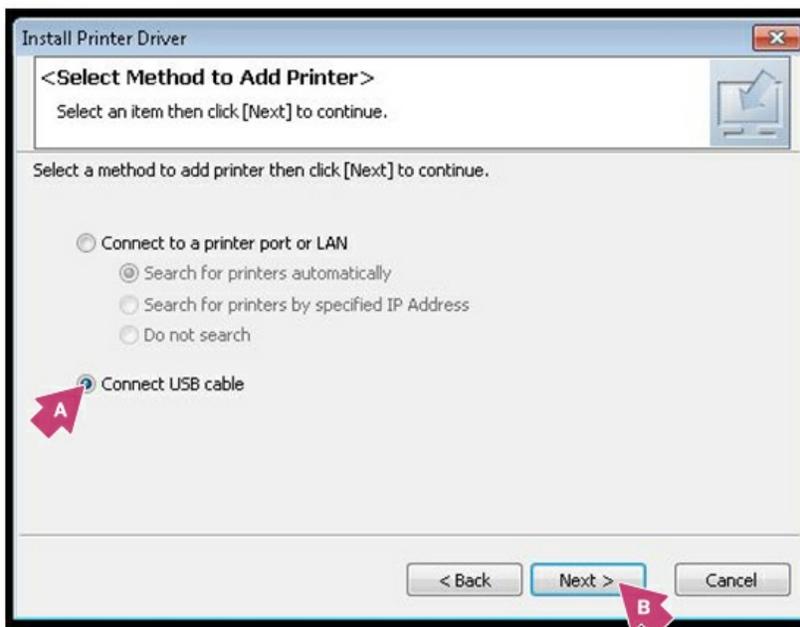


FIGURE 12

13. Ensure your printer is powered **OFF** and the USB cord is **unplugged** from the computer and click **Next** to continue. See Figure 13.

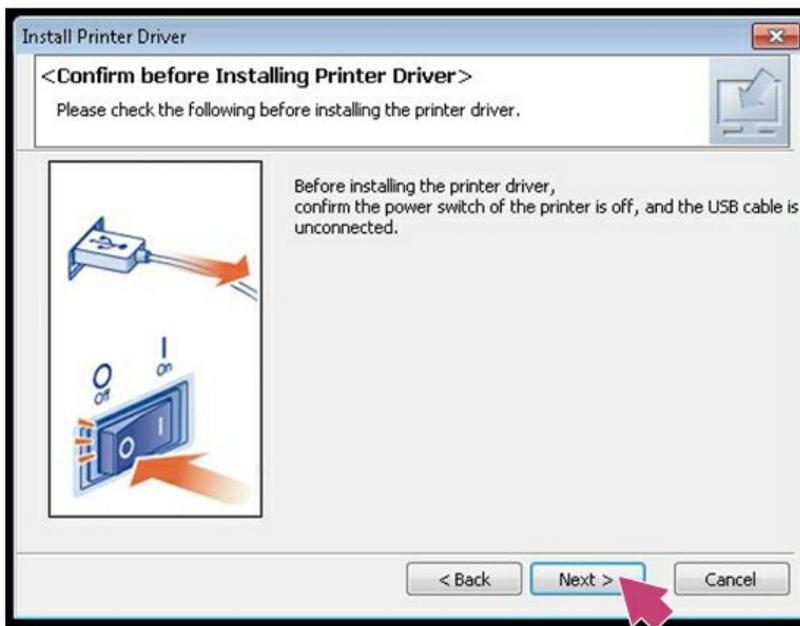


FIGURE 13

14. 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 14.

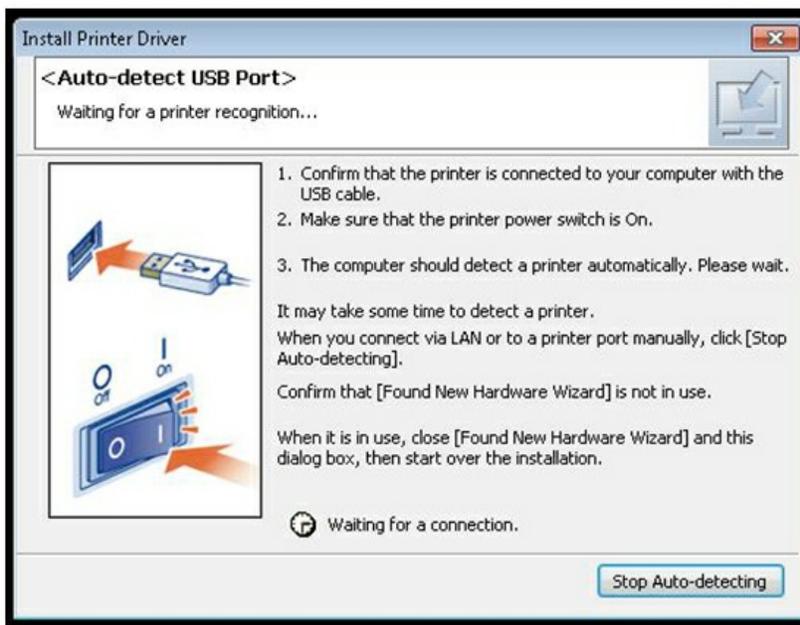


FIGURE 14

15. In the following screen you are asked to customize the Status Monitor. Adjust the settings according to your preferences and click **Next** to continue. See Figure 15.

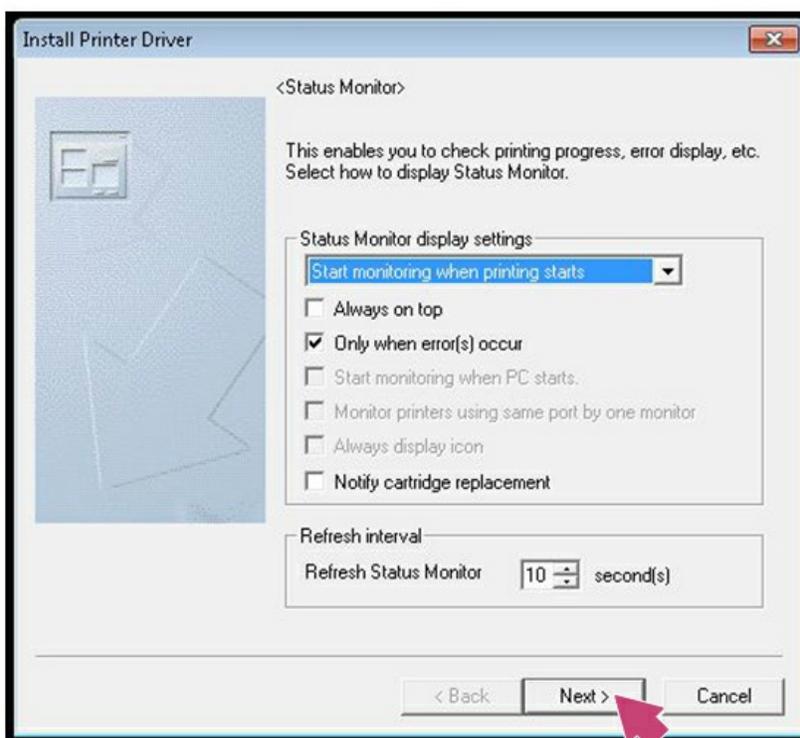


FIGURE 15

16. Click **Set Now** to continue. See Figure 16.

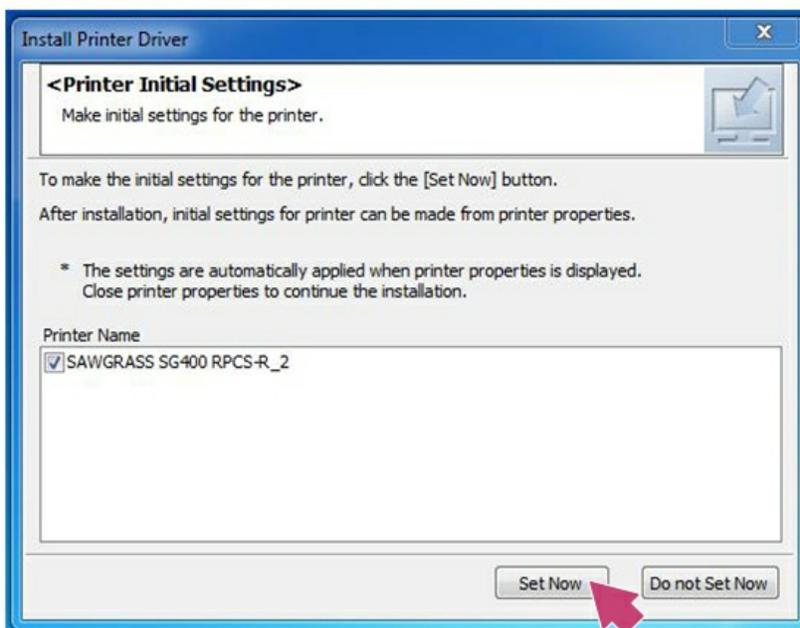


FIGURE 16

17. If you have options installed on the printer be sure to select the ones that are applicable. Click **OK** to continue. See Figure 17.

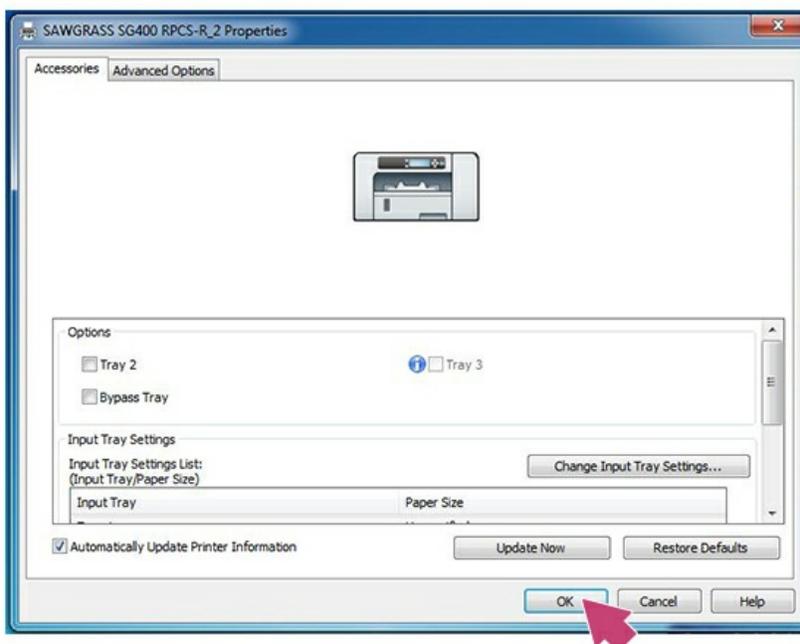


FIGURE 17

18. Select **No, restart later**. Click **Finish** to continue PowerDriver installation. See Figure 18.



FIGURE 18

19. 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 #21. See Figure 19.

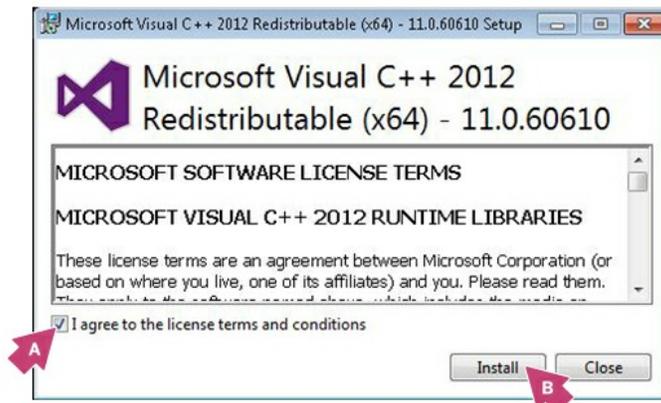


FIGURE 19

20. Once this portion of the installation is complete the following screen will appear. Click **Close** to continue. See Figure 20.

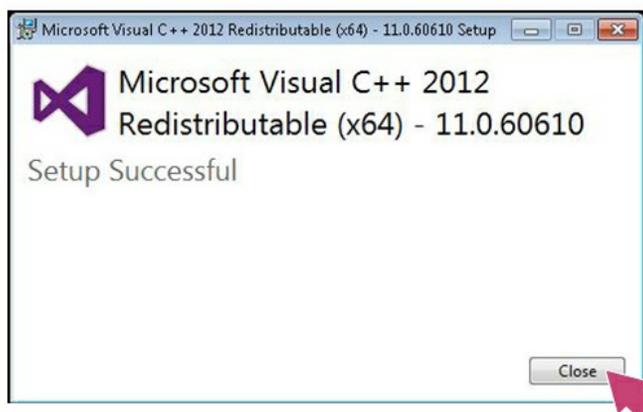


FIGURE 20

21. Click Yes when prompted to **Register the PowerDriver**. A separate Registration window will appear. See Figure 21.



FIGURE 21

22. Take note of the Product ID number, it will be needed to register your software. Click the **Obtain Registration Code** button. See Figure 22.

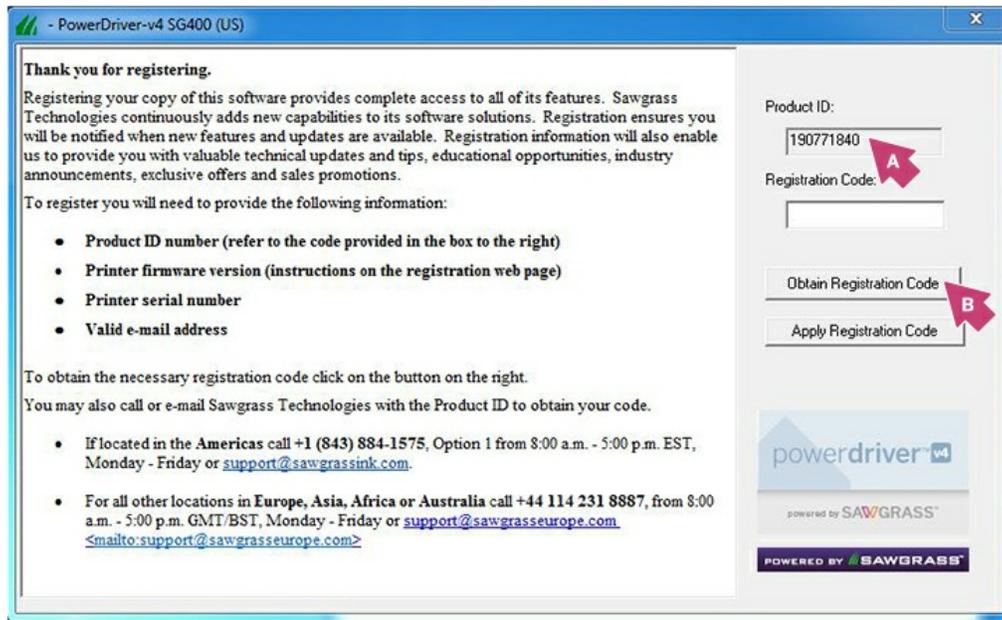


FIGURE 22

23. **Sign in** using your Sawgrass user information. See Figure 23.

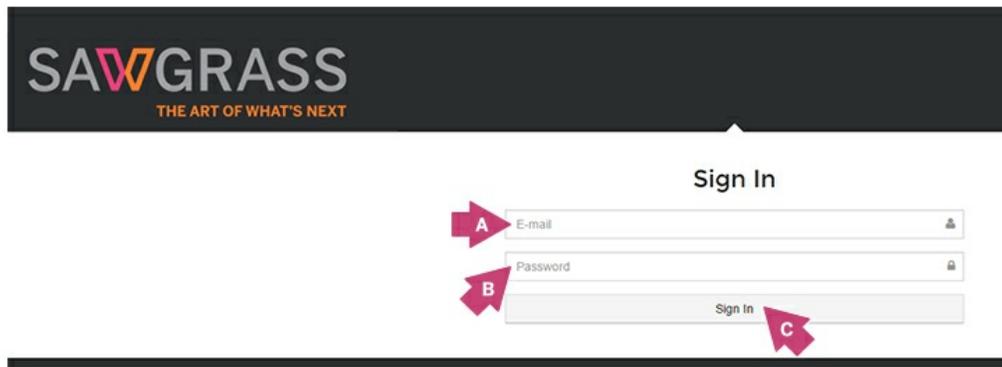
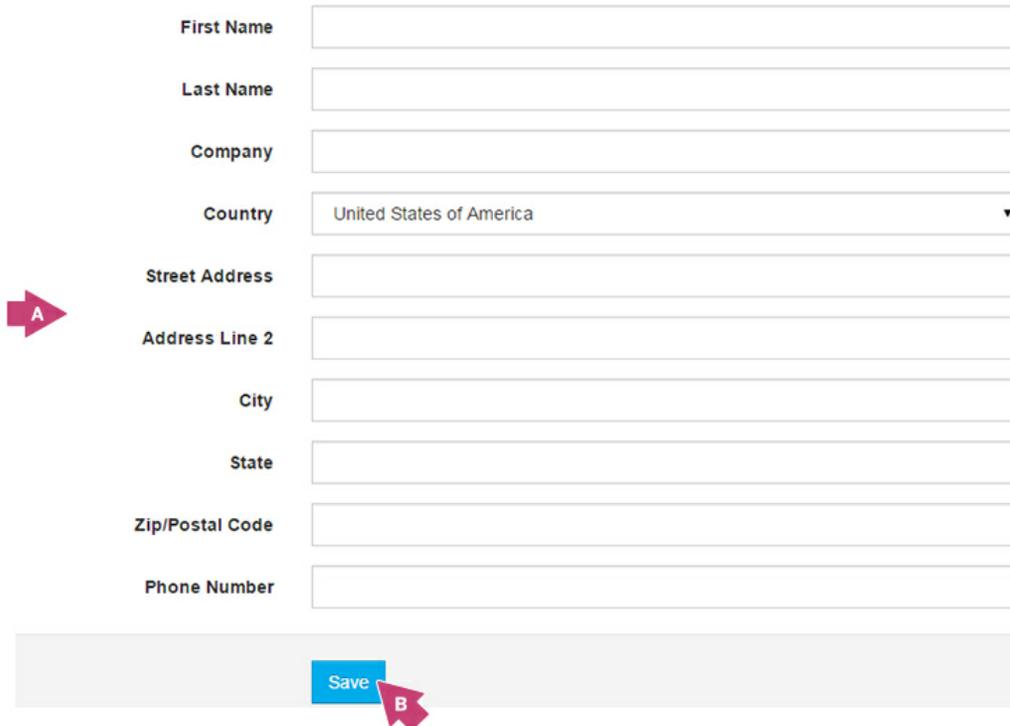


FIGURE 23

24. Complete your **profile information** and click **Save** to continue. See Figure 24.



The form contains the following fields:

- First Name
- Last Name
- Company
- Country (Dropdown menu showing "United States of America")
- Street Address
- Address Line 2
- City
- State
- Zip/Postal Code
- Phone Number

A blue "Save" button is located at the bottom right of the form. A pink arrow labeled "A" points to the "Street Address" field, and another pink arrow labeled "B" points to the "Save" button.

FIGURE 24

25. The following message will confirm when you have updated your information successfully. See Figure 25.

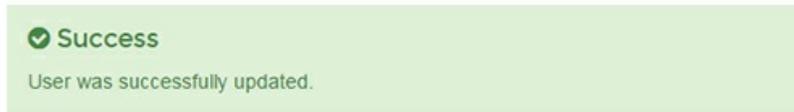


FIGURE 25

26. Click on **New Registration**. See Figure 26.



FIGURE 26

27. Complete the **product registration form** and click **Save**. See Figure 27.

Add a Registration

Printer* Please select ▼

Print & Color Management Software* Please select... ▼

Options Bypass Tray Option Tray

Serial Number*

Firmware Version ?

Product ID* ?

Reseller* Please select ▼

Registration Reason* Please select ▼

Save

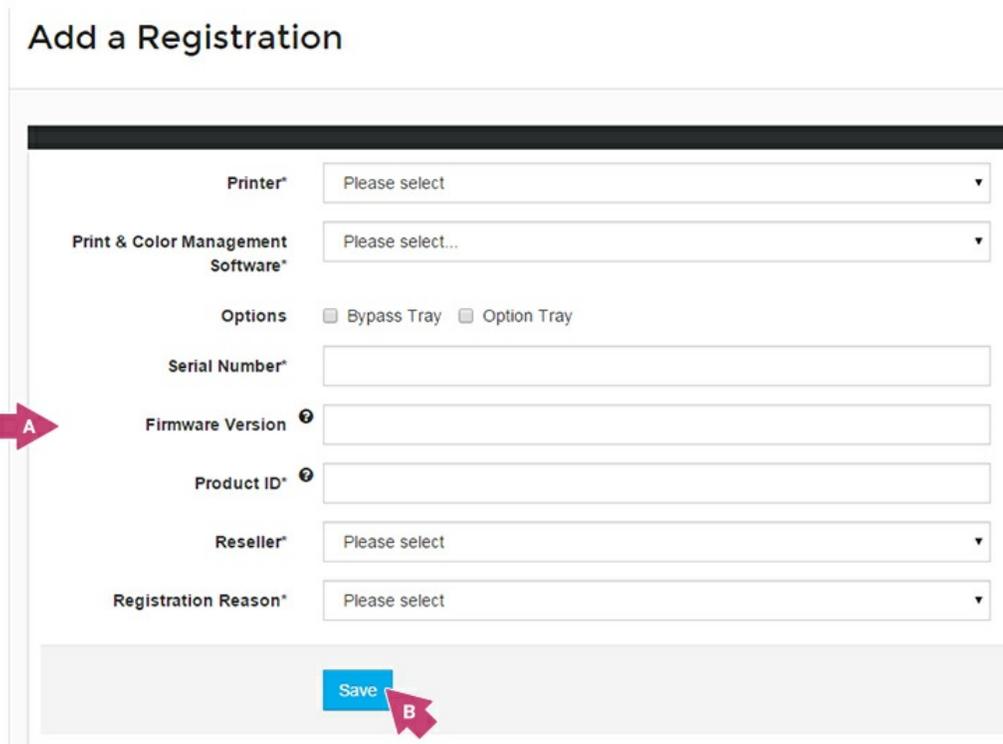


FIGURE 27

28. You will receive a **Registration Code** and a confirmation of your registration. See Figure 28.

Success
Registration was successfully created.

Virtuoso SG400: 12345
Registration Code: 202

[Back to Registrations](#)

Thank you for registering your **Virtuoso SG400**
Your registration code is: **202**

Enter this code where prompted beneath the Product ID in the registration screen, and click the "Apply Registration Code" button.

If you receive an error that the code is invalid, you will need to repeat the online registration process. Ensure all information is entered properly, especially your new Product ID code and the Product Type you are attempting to register. Registration codes are product specific and errors are most likely due to a mismatch.

For step-by-step installation instructions and easy-to-follow troubleshooting guides, visit:
Americas: <http://www.sawgrassink.com/technical-support>
Europe, Middle East, Asia, Africa, or Australia: <http://www.sawgrasseurope.com/technical-support>

If you have any further difficulties with registration, contact Sawgrass Technologies with the Product ID.

Product Name	Virtuoso SG400
Product Options	
Serial Number	12345
Product Code	1234
Registration Code	202
Firmware Version	2.02
Registration Date	April 15, 2015

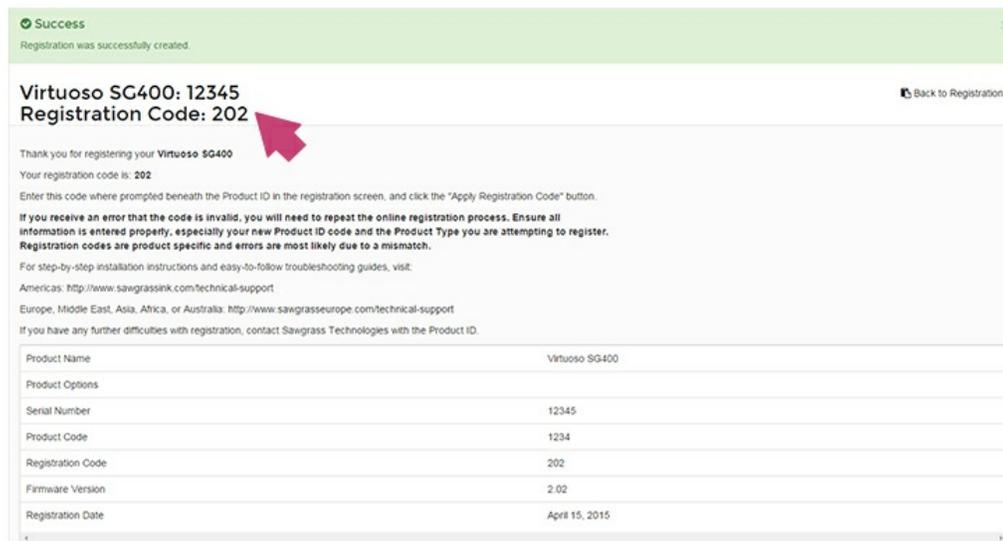


FIGURE 28

29. All of your product registrations will be available on the Registrations page. Here you can add and edit registrations, including adding extended warranties. Contact your reseller for more information regarding extended warranties. See Figure 29.



Product	Serial Number	Registration Code	Registered On	
Virtuoso SG400	12345	477	April 15, 2015	Edit
Virtuoso SG400	12345	477	April 15, 2015	Edit

FIGURE 29

 **Note**

A new registration code is required for every computer on which the Sawgrass PowerDriver-v4 is installed.

30. Enter your **Registration Code** and click **Apply Registration Code**. See Figure 30.

Thank you for registering.

Registering your copy of this software provides complete access to all of its features. Sawgrass Technologies continuously adds new capabilities to its software solutions. Registration ensures you will be notified when new features and updates are available. Registration information will also enable us to provide you with valuable technical updates and tips, educational opportunities, industry announcements, exclusive offers and sales promotions.

To register you will need to provide the following information:

- **Product ID number (refer to the code provided in the box to the right)**
- **Printer firmware version (instructions on the registration web page)**
- **Printer serial number**
- **Valid e-mail address**

To obtain the necessary registration code click on the button on the right.



Product ID:
207658640

Registration Code:

[Obtain Registration Code](#)

[Apply Registration Code](#)

FIGURE 30

 **Tips**

If you have difficulties with registering online, note the Product ID and e-mail support@sawgrassink.com. Registration codes via e-mail are provided 8:00 am – 5:00 pm EST, Monday – Friday.

31. When the registration is completed successfully, the following image will appear. Click **OK** to continue. See Figure 31.



FIGURE 31

32. After the automatic driver initialization is complete, click **OK** to continue. See Figure 32.



FIGURE 32

33. You **MUST** restart your computer to complete the installation. Save and close any work that may be open and click **Finish**. See Figure 33.



FIGURE 33

The PowerDriver-v4 SG400/SG800 installation process is now complete. It is important to complete the next step, configuring

your design software, on the Installation and Configuration web page.

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Document 900030, Installation Guide for SG400-SG800 Power Driver v4, Windows OS, Rev 2. See QMS master document for changes.