



## Windows Driver Installation Guide

Please contact your software provider to confirm if the use of our driver is required for their ticketing software. We recommend that the print driver is installed by either your system administrator or IT support staff.

These print drivers are intended to be installed on 64 bit Windows PC platforms from Windows 7 forward. This guide will cover the more common Windows versions - 10 & 11. The ARM platform is not supported

To properly download and install the Boca Systems printer drivers, you will want to make sure you have the following:

- Administrator privileges as most Windows systems require this to download drivers.
- Access to the internet as the host computer will need to gain access to the Microsoft website to download the necessary drivers.

If connecting to your computer via USB, do not connect the printer to the computer until instructed to do so.

### Standard Installation

**NOTE: instructions for difficult and silent installations can be found later in this document.**  
**The following will guide you through downloading the BOCA print driver to your computer.**

1. Click on the link below to download the zip file to your host computer. It should automatically be downloaded to the computer's Downloads folder.

[www.bocasystems.com/Boca\\_Systems.zip](http://www.bocasystems.com/Boca_Systems.zip)

2. Click on the Start icon. File Explorer icon on your taskbar.



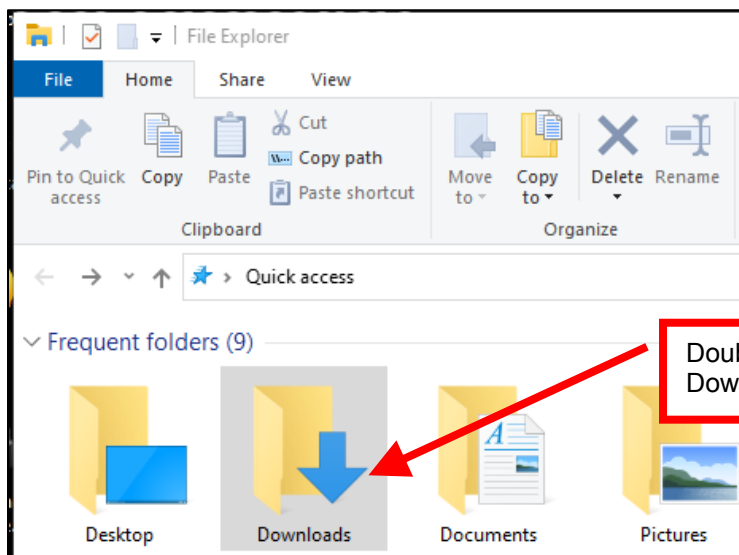
Above shows Windows 10 task bar



Above shows Windows 11 task bar

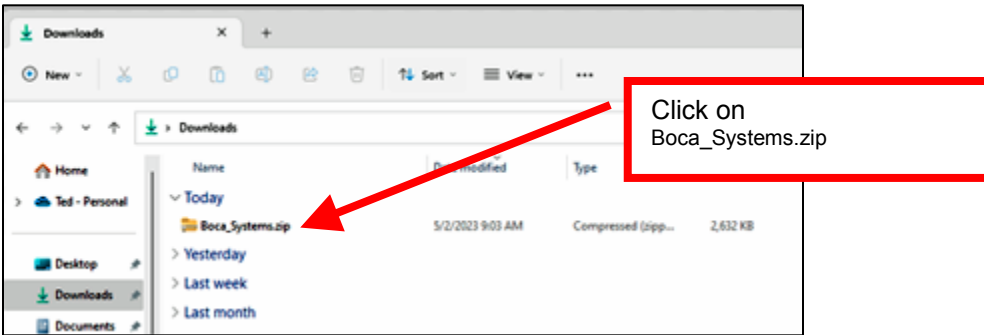
Click on the  
File Explorer  
.

3. You will want to go to the Downloads folder. There are many ways to get to said folder, the following is one example. Double click on the Downloads folder under Frequent folder, your quick access may look different.

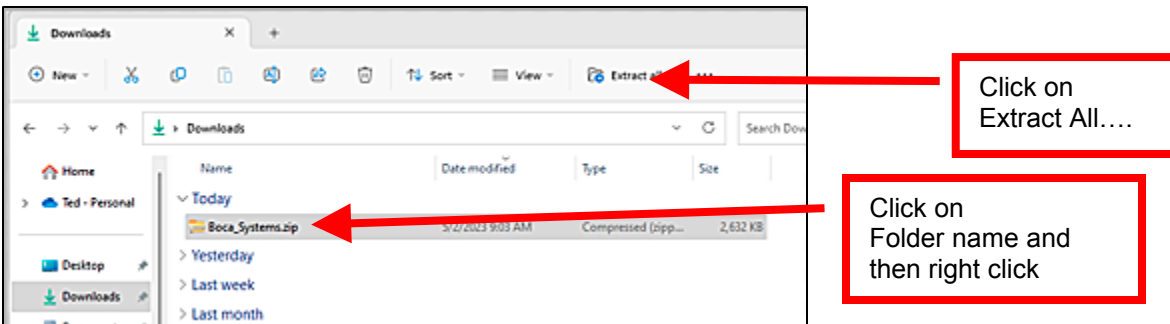


Double click on  
Downloads Icon

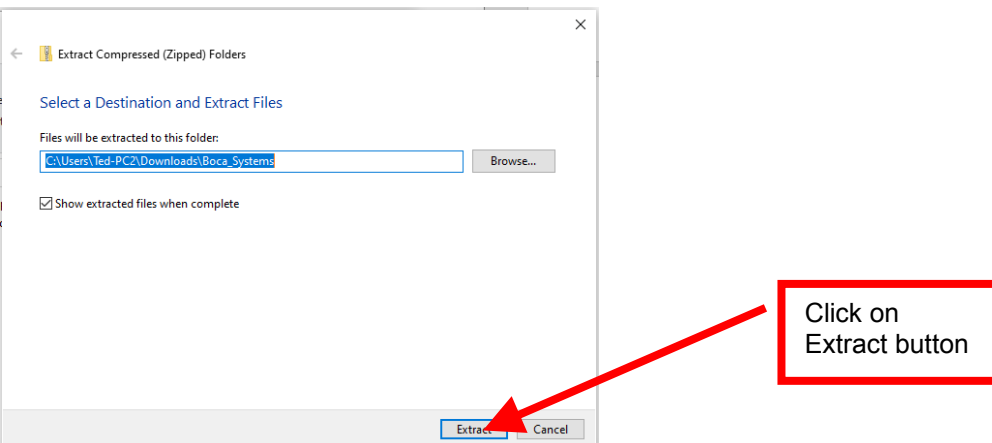
4. When the Downloads pop up box comes up, click on Boca\_Systems.zip file to highlight it.



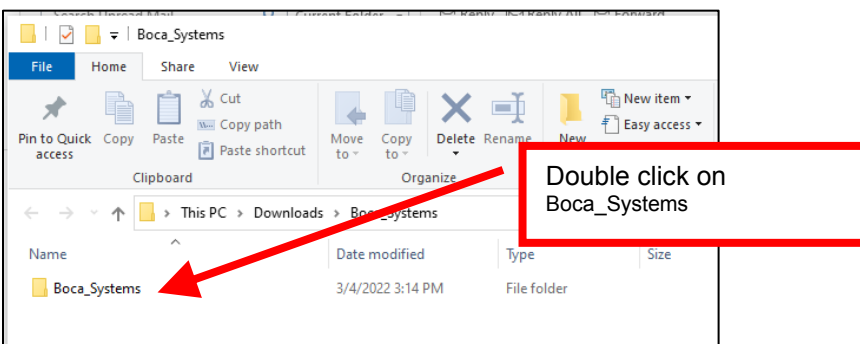
5. Click on the file name to highlight it and then click on Extract All...



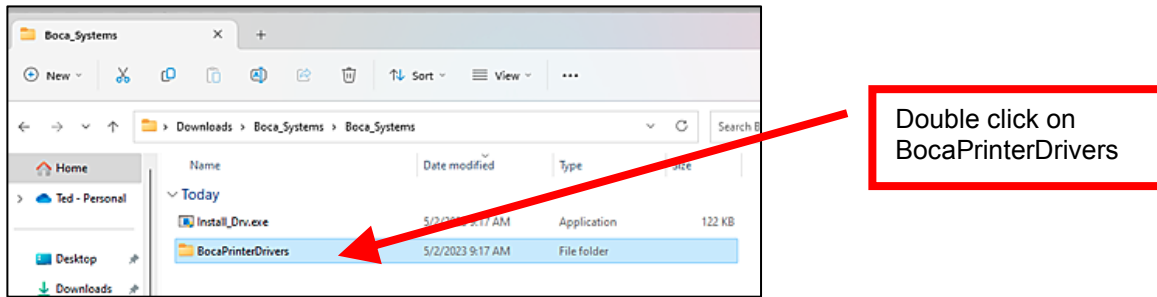
6. You will be asked where you want the files extracted to, recommend leaving as shown below. Click on the Extract button.



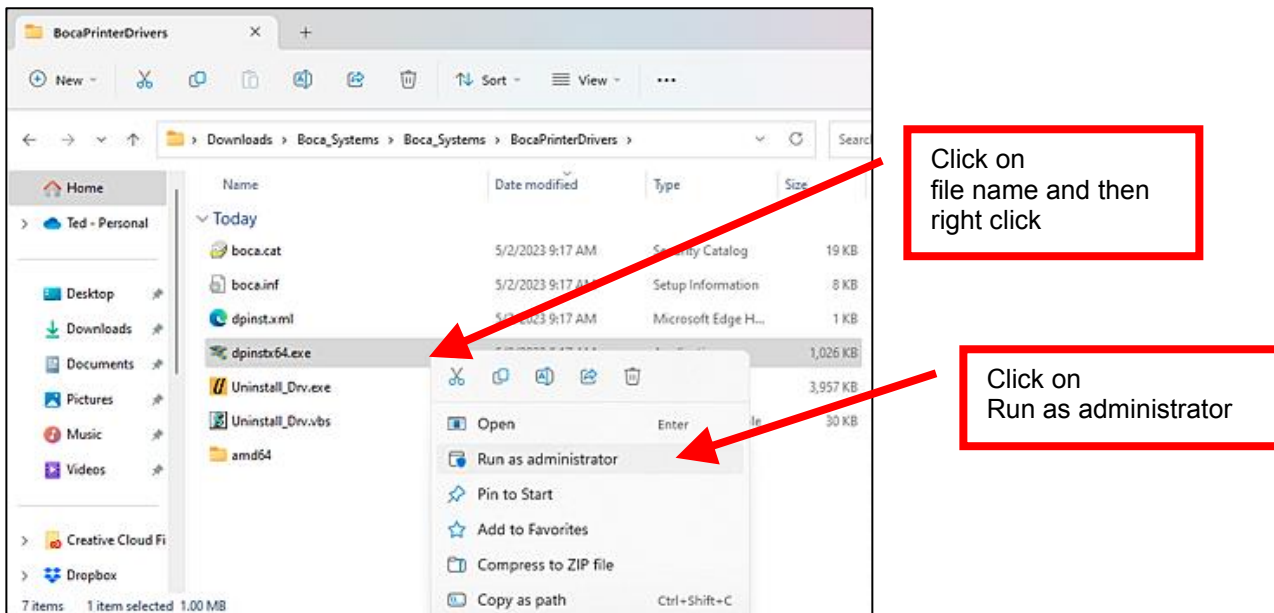
7. When the below pop-up window shows up, double click on Boca\_Systems folder.



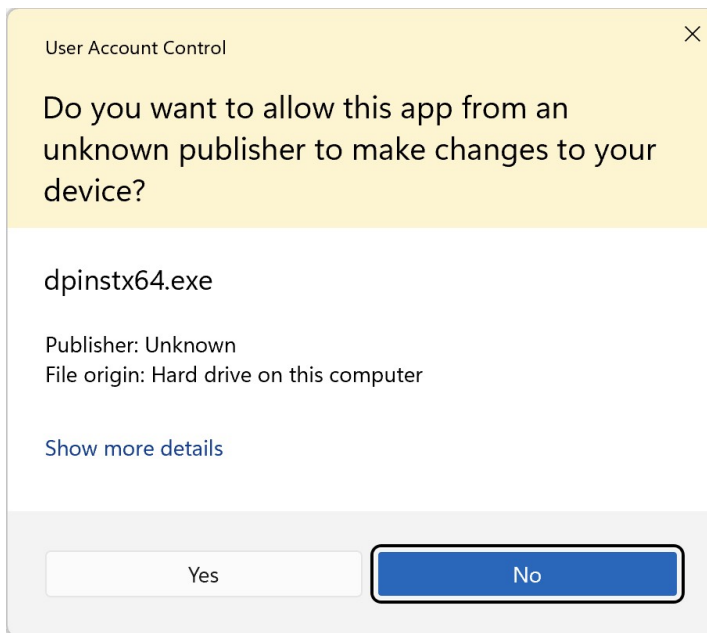
8. Double click on *BOCAPrintDrivers* folder.



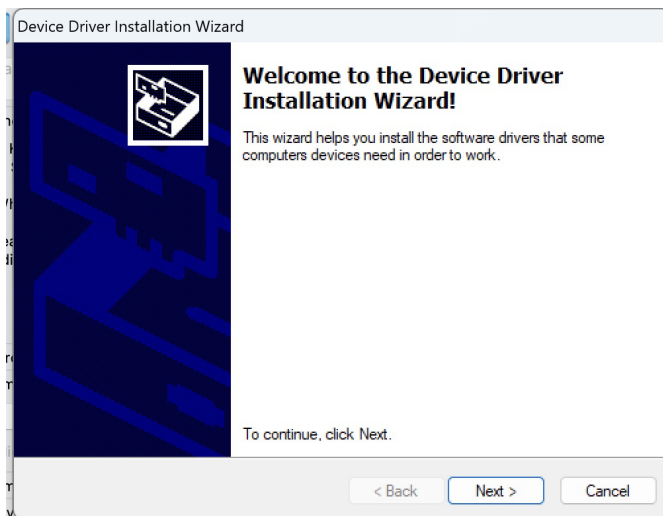
9. Click on *Dpinstx64.exe* to highlight it and then right click. Click on Run as administrator.



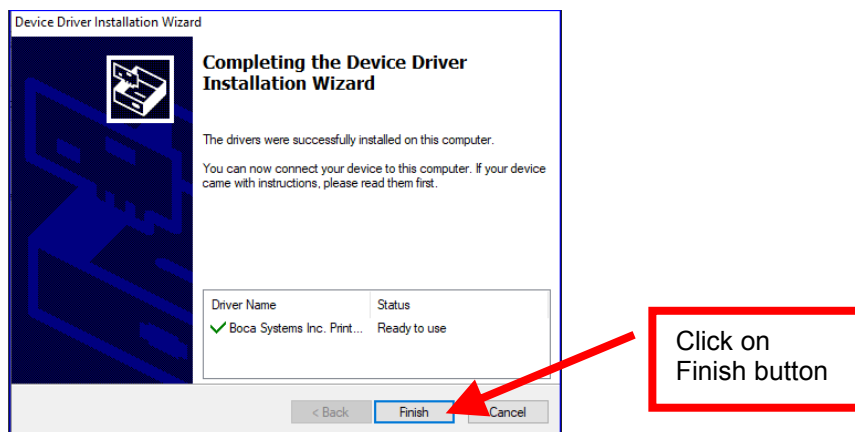
10. When the below pop-up box comes up, click on Yes button.



11. Click on Next



12. Once the driver package is done being installed the Window will show up. Click on the Finish button.



13. The BOCA printer driver package has now been installed onto your host computer. Please move onto the next section.

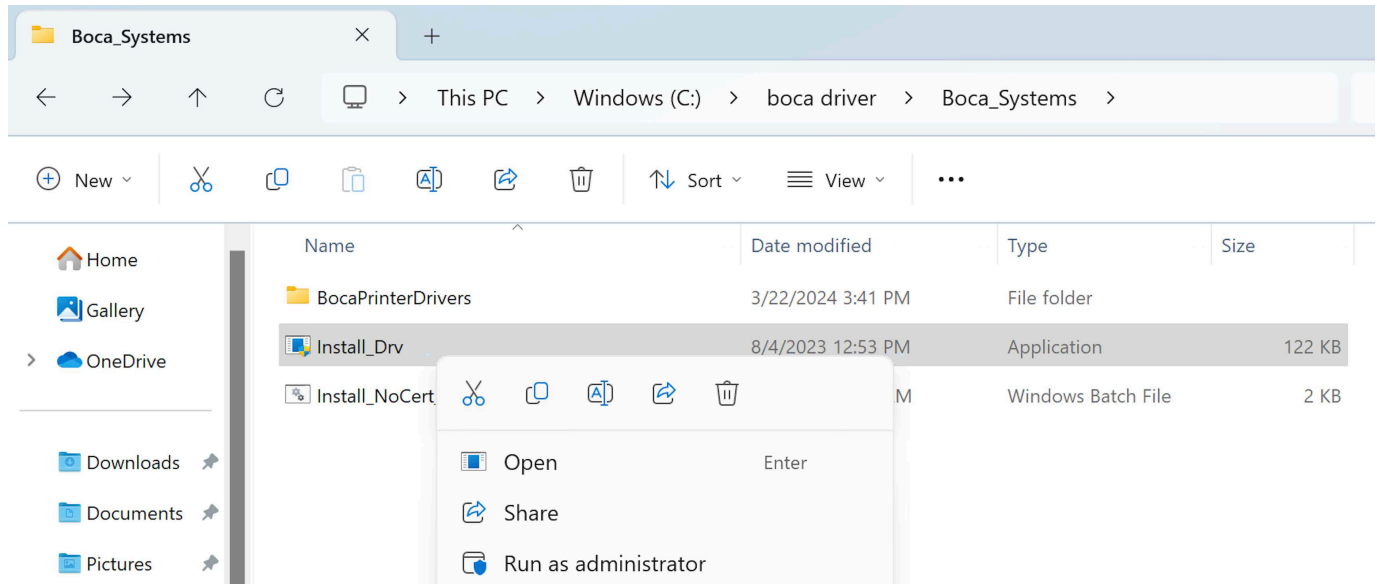
**Once the drivers have been downloaded on the computer, you may move forward with connecting your printer to the host computer. Skip the silent and difficult installation sections, if you have completed the driver installation wizard, shown above.**

**The instructions on this page are to be ignored, unless you require a special installation.**

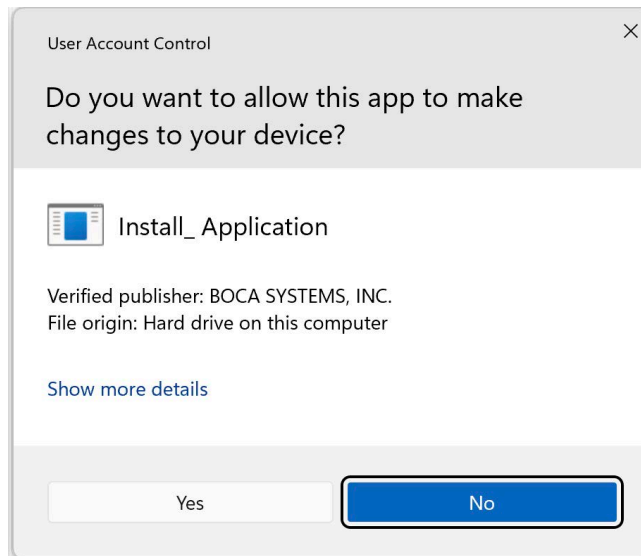
## Silent Driver Installation

**NOTE: You must add the Boca Certificate to the Trusted Publishers Certificate store before performing a silent install. Follow steps 1 - 7 of the standard installation and continue here:**

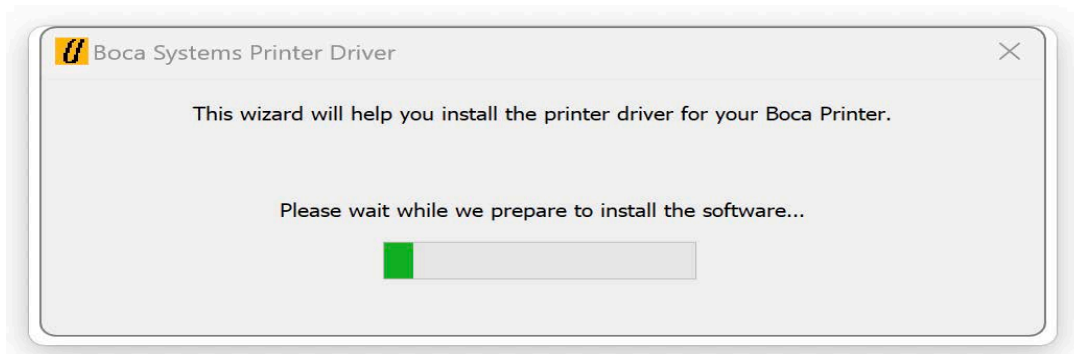
- a. Right click on Install\_Drx.exe , then click on Run as administrator



- b. Click on Yes button.



- c. The below popup will be shown while the installation is cleaning out old files

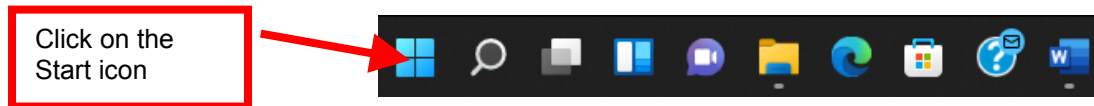


**If the standard installation fails, we suggest trying the following:**

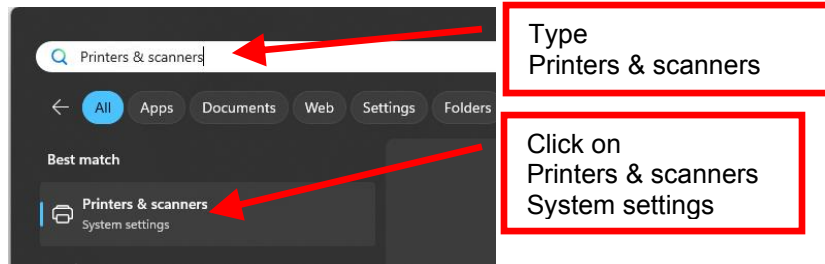
1. Follow steps 1 - 7 of the standard installation
2. Follow steps a - c from the silent driver install.
3. Follow steps 8 - 12 from the standard install.

## USB INTERFACE ONLY

1. Below is one of many ways to get to the devices and printers' menu. Below is one of many ways to get to the devices and printers' menu. In the search bar type Control Panel. Click on the start icon.

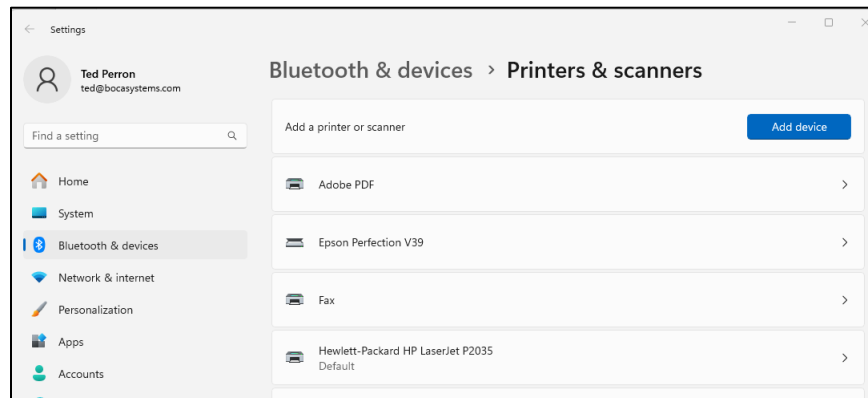


2. In the Type here to search bar type in Printers & scanners and then click on Control Panel app.



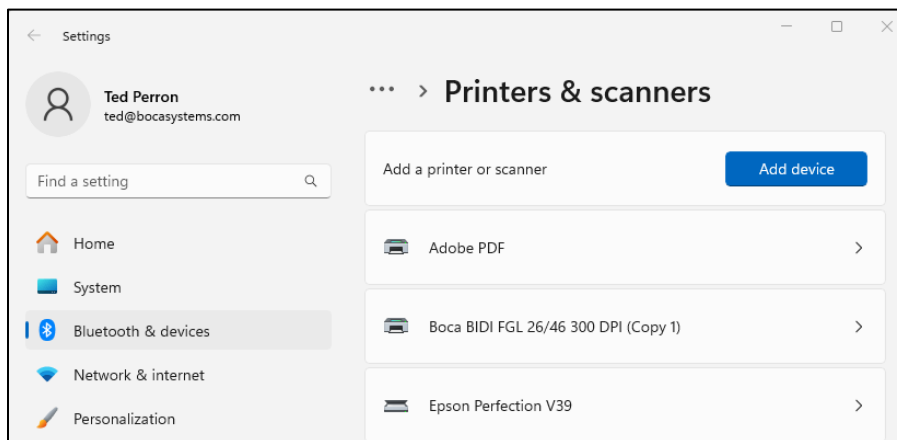
5

3. When Printer & scanners menu comes up it will show the printer drivers currently installed. *The driver's name may vary from what is shown.*



4. Connect the USB cable to the host computer and power on the printer. Windows operating system will automatically install the necessary drivers.

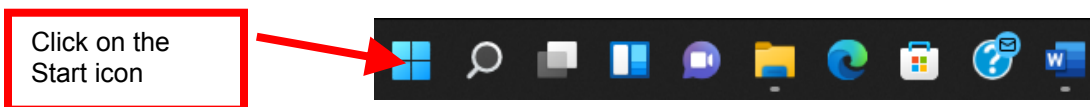
5. You should notice the Boca driver icon show up in the Printer & scanners. [Go to page 10](#)  
*Your driver icon may look different than what is shown*



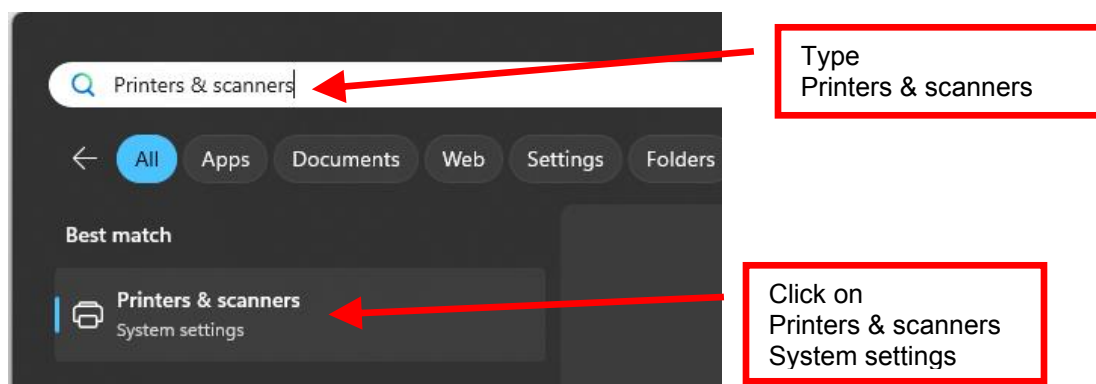
## ETHERNET AND WI-FI ONLY

The self-test ticket that is printed when the printer's TEST button is pressed will show the IP address that the printer has. You will need this information later.

1. Below is one of many ways to get to the devices and printers' menu. Below is one of many ways to get to the devices and printers' menu. In the search bar type Control Panel. Click on the start icon.



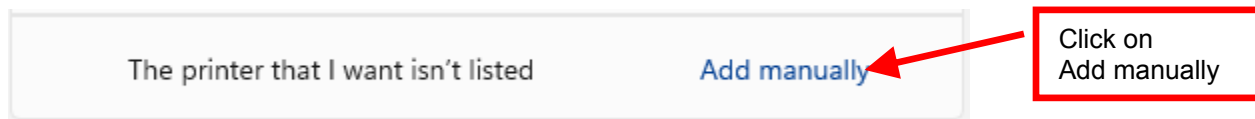
In the Type here to search bar type in Printers & scanners and then click on Control Panel app.



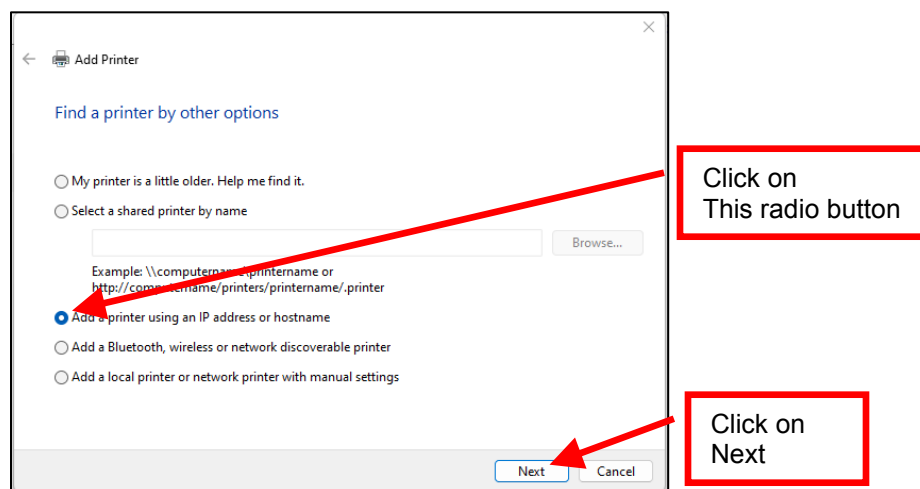
2. When the Printers & scanners menu come up, click on Add device button that should be located at the very top.



3. The computer will start looking for a printer. Scroll down until you see *The printer that I want isn't listed* and click on Add manually

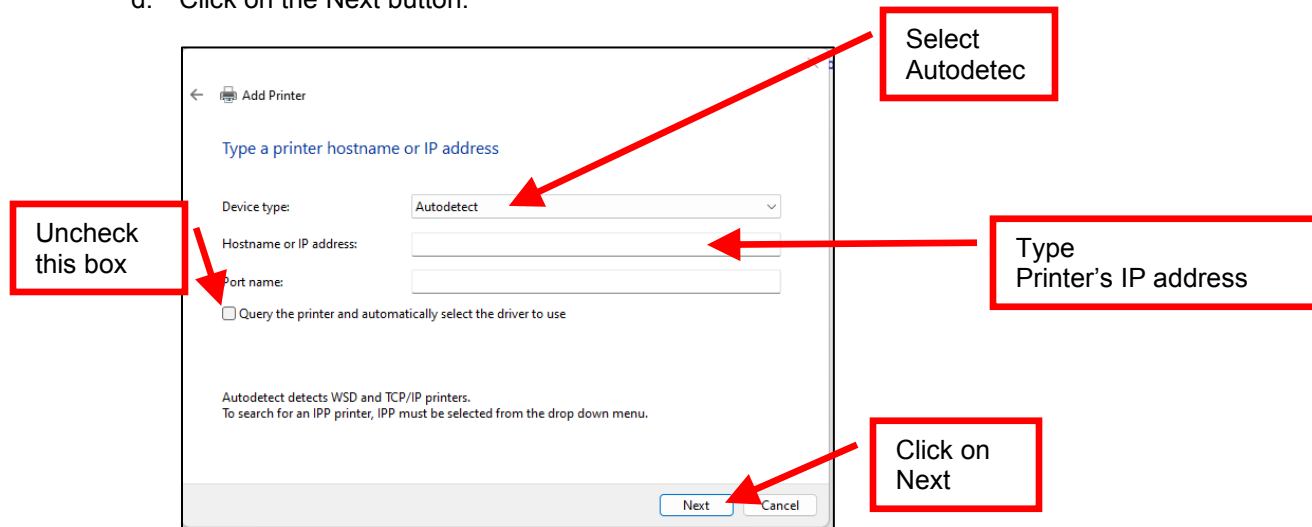


4. When Add Printer popup comes up, click on Add a printer using IP address or host name radio button. Click on next.

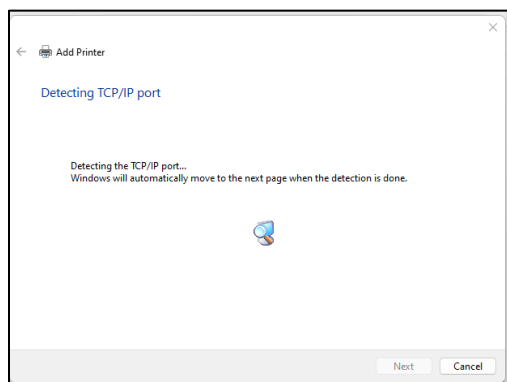


5. On next pop up:

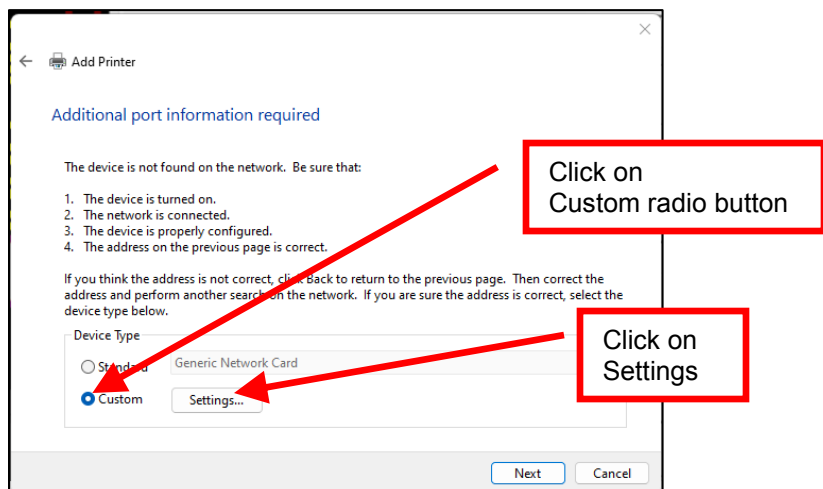
- a. Change the Device type: Autodetect
- b. In Hostname or IP address: enter the IP address that is shown on the printer's self-test ticket. When typing in the address don't include the leading zeroes (If IP=189.010.000.002 then type in 189.10.0.2). You also have the option of typing in a specific Port name or leave as the IP address.
- c. Uncheck the "Query the printer and automatically select the driver to use" box
- d. Click on the Next button.



6. The Detecting TCP/IP port will be shown while the computer searches for the IP address you entered.



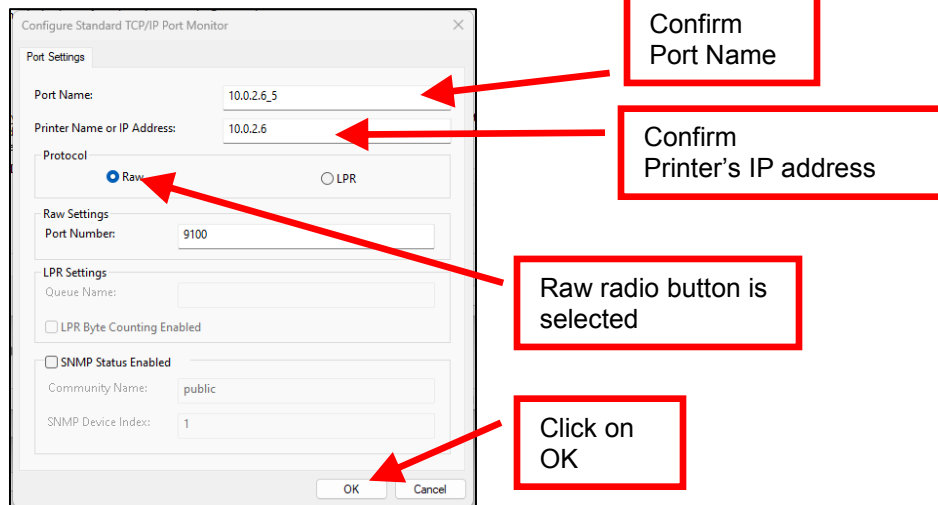
7. When the below pop up comes up, click on the Next button.



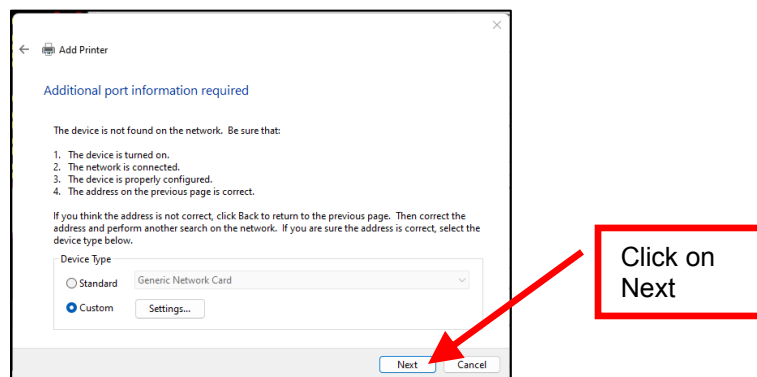


8. When the below pop comes up confirm the following:

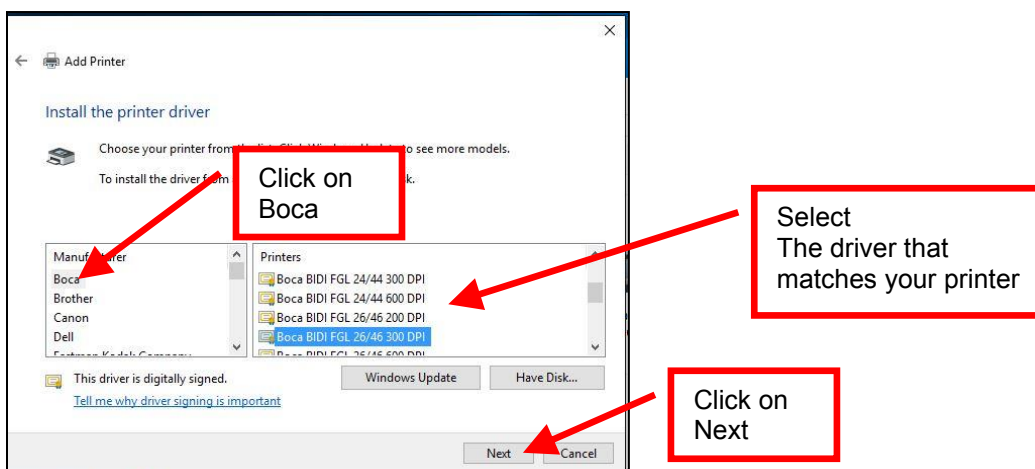
- Port Name: comes up it matches what you entered. *Your name will be different than what is shown below*
- Printer Name or IP Address: shows the IP address you entered. *Your IP address will be different than what is shown*
- Raw radio button is selected under Protocol.
- Click on the OK button.



9. When the below pop up comes up, click on the Next button.



10. When the Install the print driver menu comes up select "Boca" under Manufacturer and the appropriate driver for your printer. Once done click on the next button.



Taking a look at the printer's serial number tag the below chart should aid in determining the correct driver to select. Self-Test ticket is printed by pressing the printer's center TEST button.

Driver	DPI	Firmware	PCL listed
Boca BIDI FGL 22/42 200 DPI	200	22 or 42	NO
Boca BIDI FGL 24/44 200 DPI	200	24 or 44	NO
Boca BIDI FGL 26/46 200 DPI	200, 2L, 2C	26 or 46	NO
Boca BIDI FGL 22/42 300 DPI	300	22 or 42	NO
Boca BIDI FGL 24/44 300 DPI	300	24 or 44	NO
Boca BIDI FGL 26/46 300 DPI	300/ 3L	26 or 46	NO
Boca PCL 22/42 300 DPI	300	22 or 42	YES
Boca PCL 24/44 300 DPI	300	24 or 44	YES
Boca PCL 26/46 300 DPI	300	26 or 46	YES

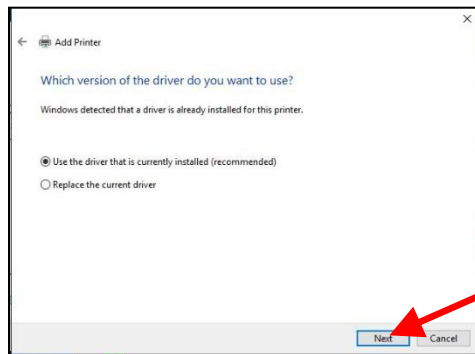


Above is a typical FGL self-test ticket



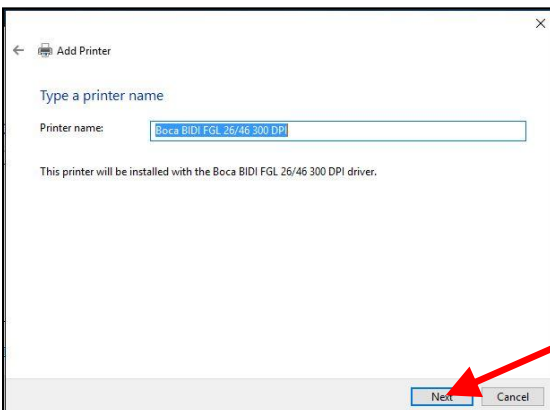
Above is a typical PCL self-test ticket

11. When the below menu comes up click on next.



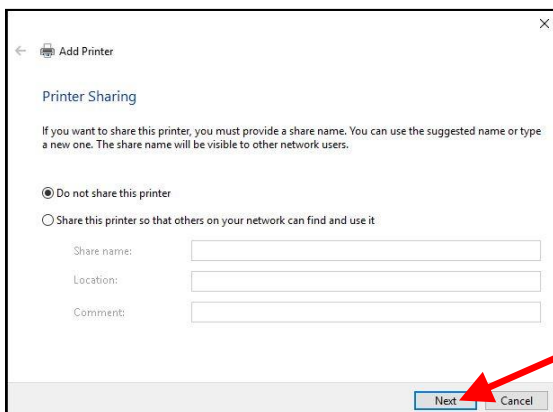
Click on  
Next

12. When the below menu comes up click on next. You will want to denote the Printer name.  
*Your name may vary from what is shown below*



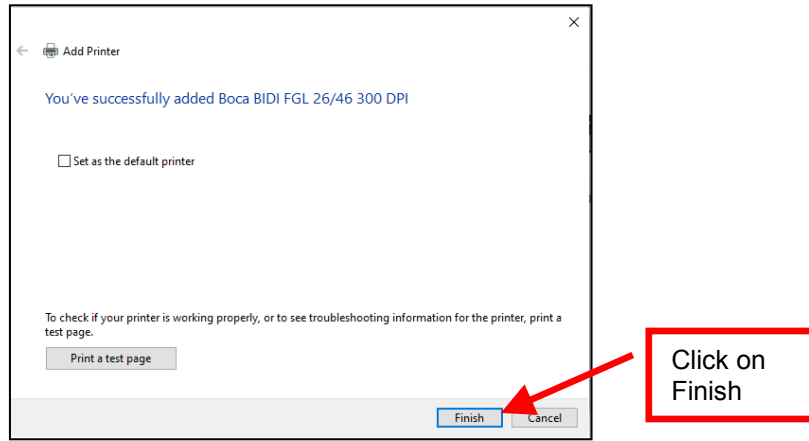
Click on  
Next

13. At this menu screen you have the option to share or not share the printer. Click on the next button.



Click on  
Next

14. When the below pop-up comes up, click on the Finish button. *The driver's name may vary from what is shown.*

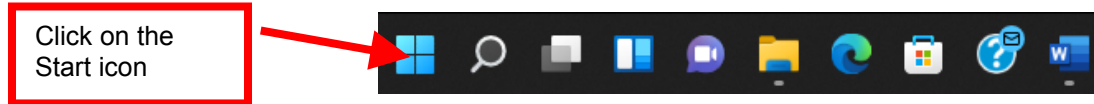


15. Move onto printing a Windows Test page (see next page).

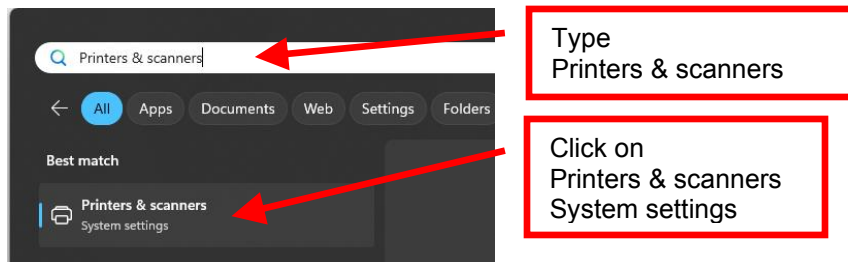
## Windows Test Page

The following will guide you through doing a Windows test page to confirm the driver is communicating with the printer. You will want to make sure the printer has stock loaded and is able to print a self-test ticket when the TEST button is pressed. The printing of this ticket confirms that the printer is mechanically working properly. If the printer is not able to print a self-test ticket, then consult the "4.0 Installation section of the user manual ([www.bocasystems.com/documents/lemur\\_manual.pdf](http://www.bocasystems.com/documents/lemur_manual.pdf)).

1. Below is one of many ways to get to the devices and printers' menu. Below is one of many ways to get to the devices and printers' menu. In the search bar type Control Panel. Click on the start icon.

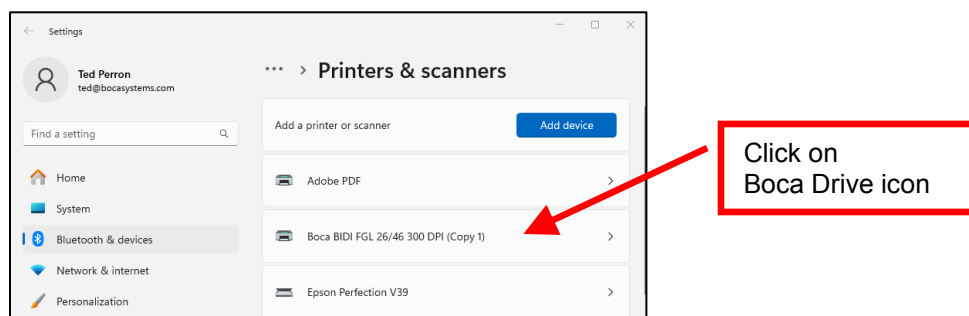


2. In the Type here to search bar type in Printers & scanners and then click on Control Panel app.

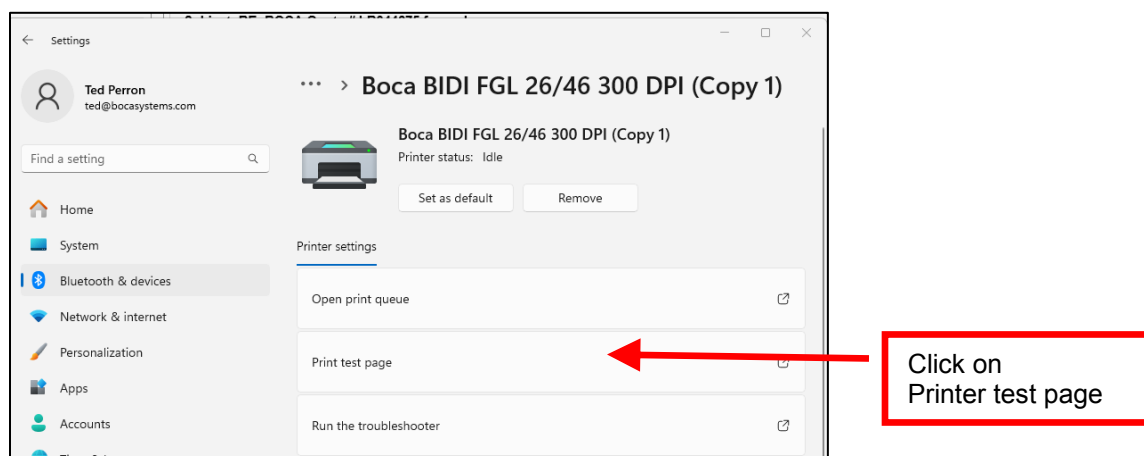


3. When Printer & scanners menu comes up search for the driver you just installed. This would have been the name you denoted at step #10 on page 8. Click on the driver icon.

In the below example a Boca BIDI FGL 26/46 300 DPI (Copy1) is shown  
*The driver's name may vary from what is shown.*

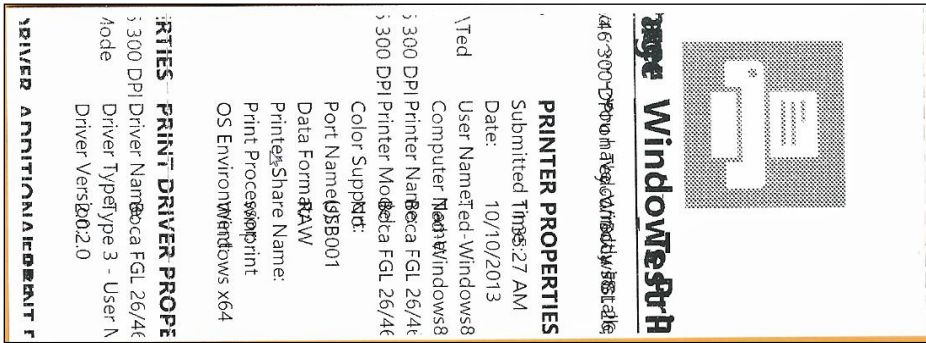


4. When the printer driver menu comes up, click on Print test page.

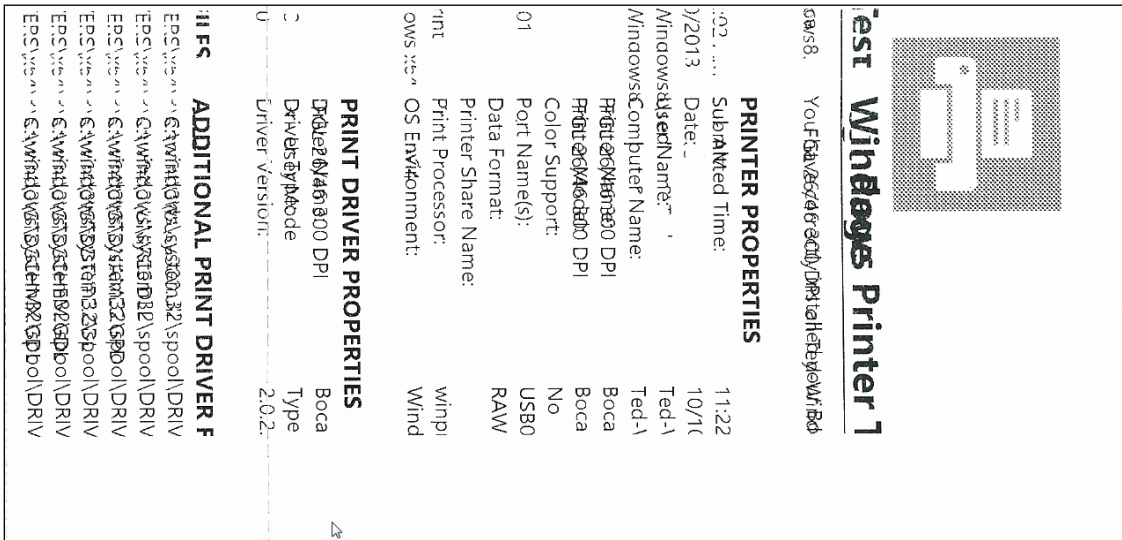


- The printer should print out a Windows Test page.

Below are some samples printouts for reference only and your test page may look different.



Above is from a 200DPI FGL printer with 2" x 5.5" stock



Above is from a 300DPI FGL printer with 3.25" x 6.5" stock

If you were not able to install the BOCA print driver using the above steps, please take a screenshot of the "printers and drivers" dialog and attach it to the support form located at <https://www.bocasystems.com/online-support-form-NEW.html>

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