Samsung Flip Printing Software

User Manual

This software is designed to automatically configure a computer as a printer server so that printing can be performed using Samsung Flip. Use Samsung Flip Printing Software to print more easily.

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1   Before Getting Started

1-1   Overview of Samsung Flip Printing Software

This software is designed to automatically configure a computer as a printer server so that printing can be performed using Samsung Flip. Use Samsung Flip Printing Software to print more easily.

1-2   Rules used in this user manual

This user manual refers to software and device names as follows.

- Samsung Flip Printing Software → Software
- Samsung Flip → Flip

1-3 Install Requirements

Hardware

- CPU: Dual Core 2.5 GHz or greater (Quad Core or higher is recommended)
- RAM: 4 GB or greater
- HDD: 1 GB or greater

Supported operating systems

The following operating systems are compatible with the Software.

- Windows 7(32/64-bit)
- Windows 10(32/64-bit)

1-4 Required preparations

Updating the operating system

- Before installing the Software, make sure that the latest version of important Windows updates are installed. Before install, first check that the operating system is the latest version.
- If using Windows 7, check that Service Pack 1 is installed.

Turning off the power-saving mode

If the computer where the Software is installed is in power-saving mode, connecting to the printer server or performing a print function from the Flip may not work. Turn off the power-saving mode on the computer to ensure proper use.

The method to turn off the power-saving mode may differ by computer operating system. This user manual is applicable to Windows 10. Refer to the computer user manual for further information.

1 Select **Control Panel** > **Hardware and Sound** > **Power Options**.

2 Click **Change plan settings** for **Balanced (recommended)**.

3 Set **Put the computer to sleep** to **Never**.

4 Click **Save changes**.

Printer connection

Connect the printer to the computer on which the Software is installed. The printer can be connected using either USB or a wired or wireless network. Refer to the printer user manual for details on how to connect.

Flip does not support virtual printers, pull printing type printers, scanners, and fax devices.

Server resource

For the computer with the Software to function as a printer properly, it requires at least 50% occupancy rate of CPU and RAM. If the occupancy rate is lower than the required level, close unnecessary processes using the Windows Task Manager.

2   Using the Software

2-1   Installing the Software

1 Run the install file (Samsung Flip Printing Software Setup.exe).

    – The install file can be downloaded from www.samsung.com or displaysolutions.samsung.com.

    – Make sure to run the install file with the administrator privileges.

2 Select an install language and click **OK**.

3 When the install window appears, read the instructions and click **Next**.

4 Agree to the terms of use agreement and click **Next**.

5 Specify a destination folder to install the Software and click **Next**.

    – If a destination folder is not specified, the Software is installed to the default location.

6 Enter a SSL port to connect and click **Install**.

        · For Flip 1.0, only port 443 can be used for SSL connections.

        · Flip 2.0 can use any port as a SSL port.

7 Click **Yes** on the confirmation screen.

8   Required programs automatically install one after another.

–   Only .NET Framework installs when the computer operating system is Windows 7.

–   The entire install process takes approximately 10 minutes. The time may vary, depending on the computer settings.
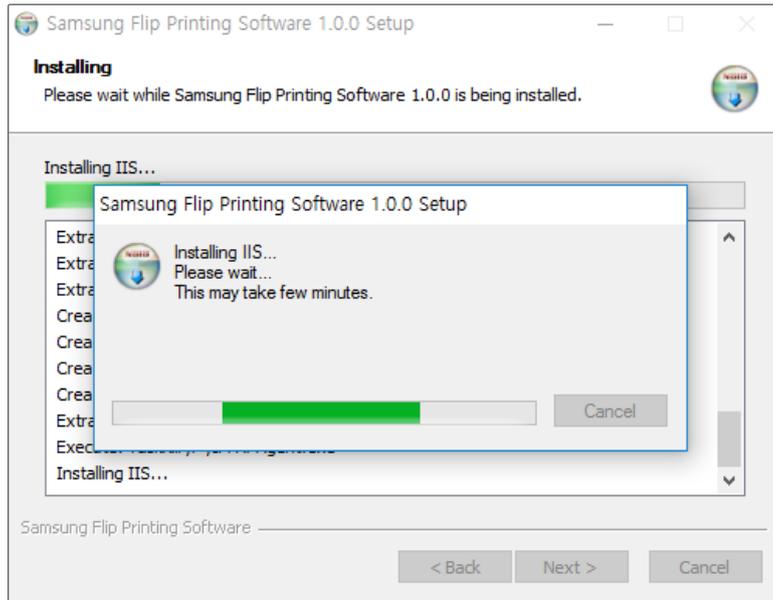
9   After installation is completed, click **Next**.

10 To finish the install process, click **Finish**.

2-2 Uninstalling the Software

If a problem is found in the installed Software, uninstall the Software as follows.

The uninstall method may differ by computer operating system. This user manual is applicable to Windows 10.

1 Select **Control Panel** > **Program** > **Programs and Features**.

2 From the list, select **Samsung Flip Printing Software** and click **Uninstall / Change**.

3 When a confirmation window appears, click **Yes (Y)**.

4 To uninstall the Software, click **Next**.

5 Click **Uninstall**.

    – Automatically installed programs are uninstalled one after another.

6 Programs are uninstalled one after another.

    – The entire uninstall process takes about 2 to 3 minutes. The time can vary by the computer's settings.
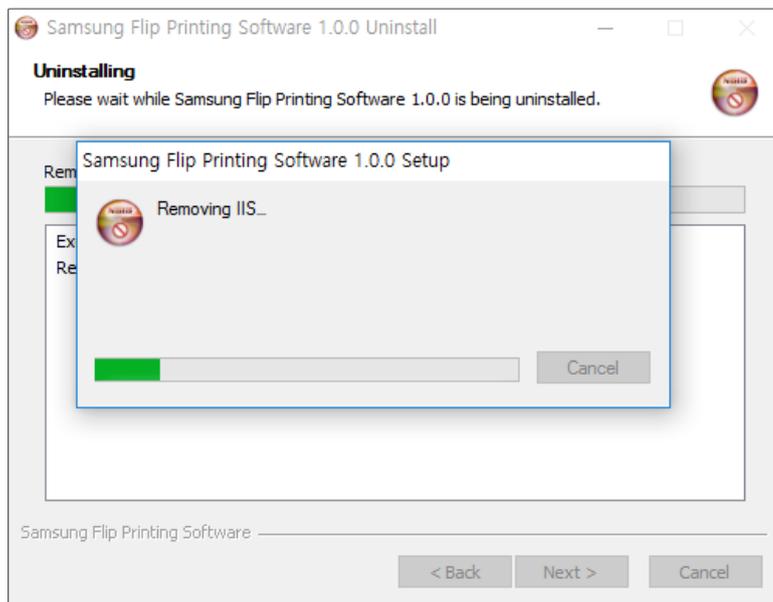
7 After uninstallation is completed, click **Next**.

8 Click **Finish**.

9 When a confirmation window appears, click **OK**.

10 Click **Yes (Y)** to restart the computer.

2-3 Updating the Software

Your software updates automatically when a new version is available on the server.

The below image is the update installer message for version 1010. Press **Yes (Y)** and follow instructions on the screen to update.
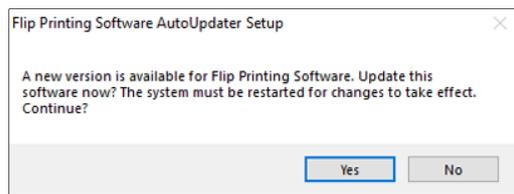
3 Troubleshooting

If printing does not work using Flip, check the following.

If Flip displays a message indicating a printer failure

Check the printer, connected to the printer server, for power supply, paper feed, connection, and other conditions.

If Flip cannot connect to the printer, or printer functions do not work

Check the Flip and printer server for network connections.

- Check to make sure that a valid static IP is in use.

    📖 If using a dynamic IP, the Flip should reconnect to the IP each time the printer server IP changes. This may affect the network connection.

- If the printer server uses multiple IPs, a connection may not be established automatically. If this is the case, manually enter the printer server IP from the Flip to establish a connection.

- If no response is returned after a ping test between another computer and the printer server, check the firewall settings for the printer server.

- If the system is protected by antivirus software, the assigned SSL port may be blocked in the firewall settings. Enable the ports in the anti-virus software settings.

- Check that the printer and Flip are connected to the same network.

If the printer server power is off

Turn on the computer where the Software is installed.

If the printer server conflicts with another server

If another web server is installed on the same computer connected to the printer server, the computer may not function as a printer server properly due to port conflict.

To prevent port conflict, it is recommended that another web server not be installed on the same computer.

To install another web server from the same PC, use a port that is different from the one assigned as a SSL port.

If a cropped image is printed

Flip can only print on A4-size paper. Make sure that A4-size paper is loaded in the paper tray and that paper size is set to A4 in printer settings.

If the ratio of a roll page on Flip is different from the printout

In Flip 1.0 the roll page layout matches the aspect ratio of A4 paper, and the printout is as displayed on the screen.

For Flip 2.0, the width of the roll page in landscape orientation is greater A4, and the page margin on the other side is greater when printing.

How to check that the printer server works

To check the printer server status, launch the diagnostics tool (C:\NetPrinting\DiagnosisTool.exe) and click **Start**. The tool diagnoses the server connection.

Pass indicates that the print server is operating normally.

> • The diagnostics tool is provided with version 1105 and later.
> • Select the item from the results for details.
> • To save the results to a file, select **File** > **Export result**.

How to check the software version

> This user manual is applicable to Windows 10.

To view the currently installed version, check **Control Panel** > **Programs** > **Programs and Features**.

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