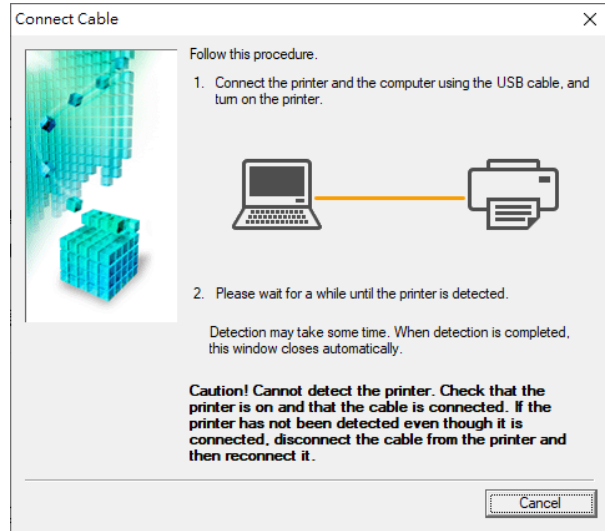
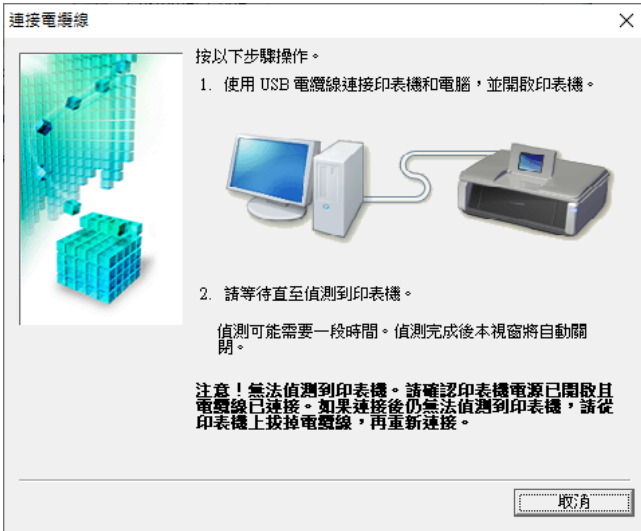


疑難排解 - 安裝驅動程式時未能透過 USB 線偵測印表機 (Windows)

Troubleshoot - Printer is not recognized when installing the driver with USB cable (Windows)

如在安裝驅動程式時未能透過 USB 電纜線偵測到打印機，請參考以下的建議

If the printer is not recognized when installing the driver with USB cable, please kindly refer to below suggestion



1. 安裝驅動程式前請勿使用 USB 線連接電腦及打印機

Please do not connect the USB cable to PC and printer before driver installation

2. 檢查打印機的警告指示燈有沒有亮起或閃爍或打印機顯示屏（如適用）是否有錯誤訊息及在主頁畫面。
Check if the alarm lamp of the printer is on or flashing; check if there is any error messages on the printer screen (if apply) and on the main page.



3. 建議把 USB 線直駁電腦的 USB 連接埠及不要使用延長線或 USB 集線器



Recommended to connect the USB cable to the USB port of computer directly, and do not use extension cable or USB hub

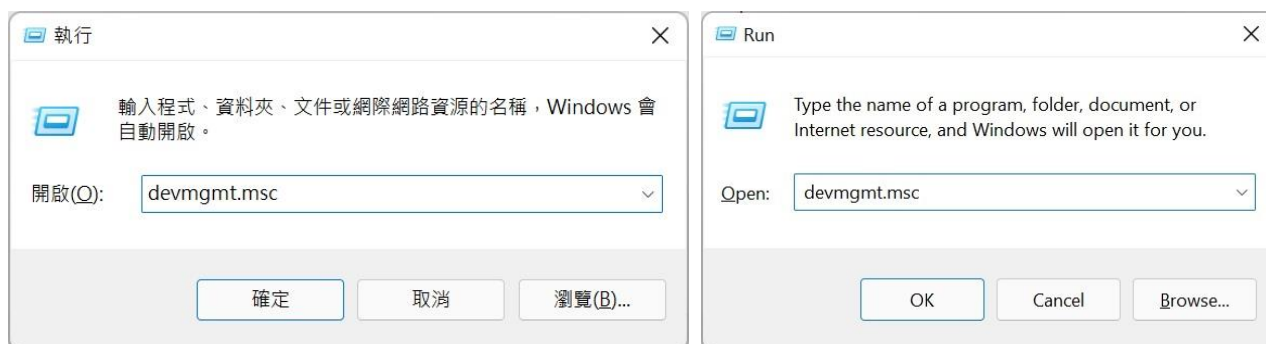
4. 更換另一條 USB 線或嘗試接駁其他 USB 連接埠

Change other USB cable or connect to other USB port

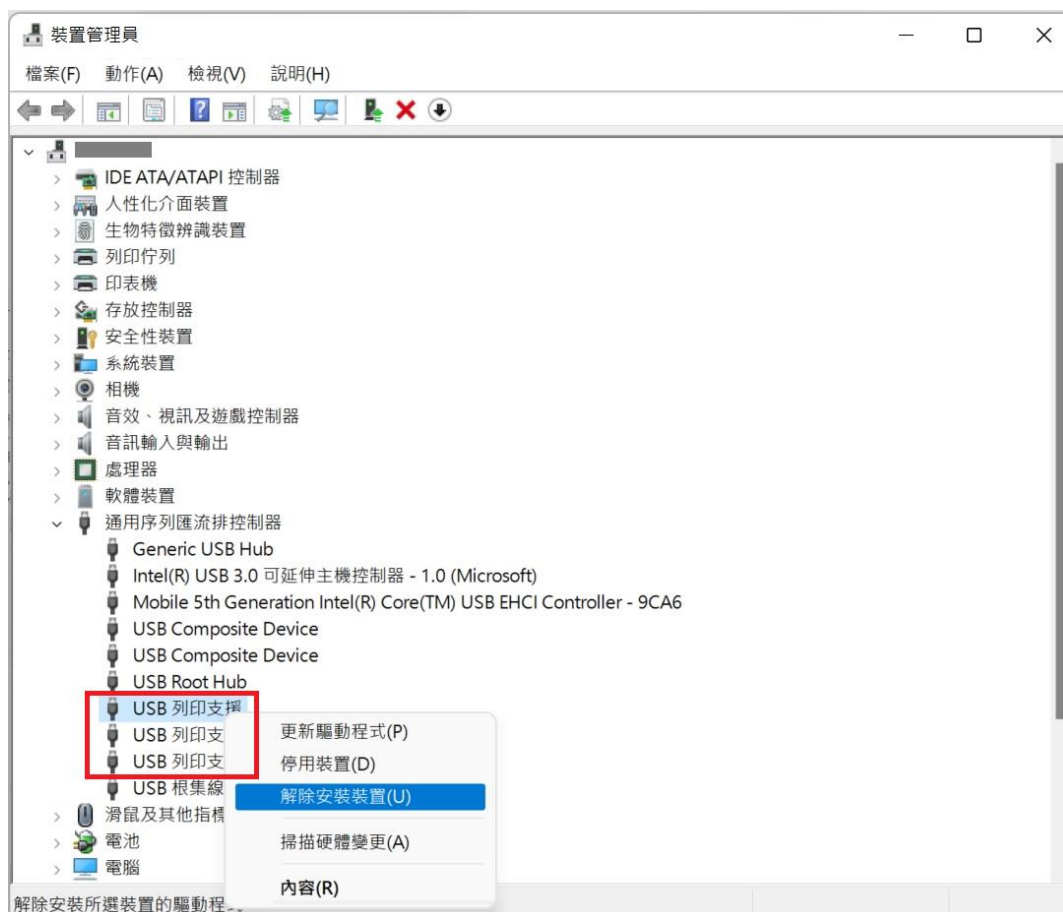
如以上方法還是未能偵測打印機，可參考以下方法：

If printer is still unable to detect by computer, please try the suggestion below:

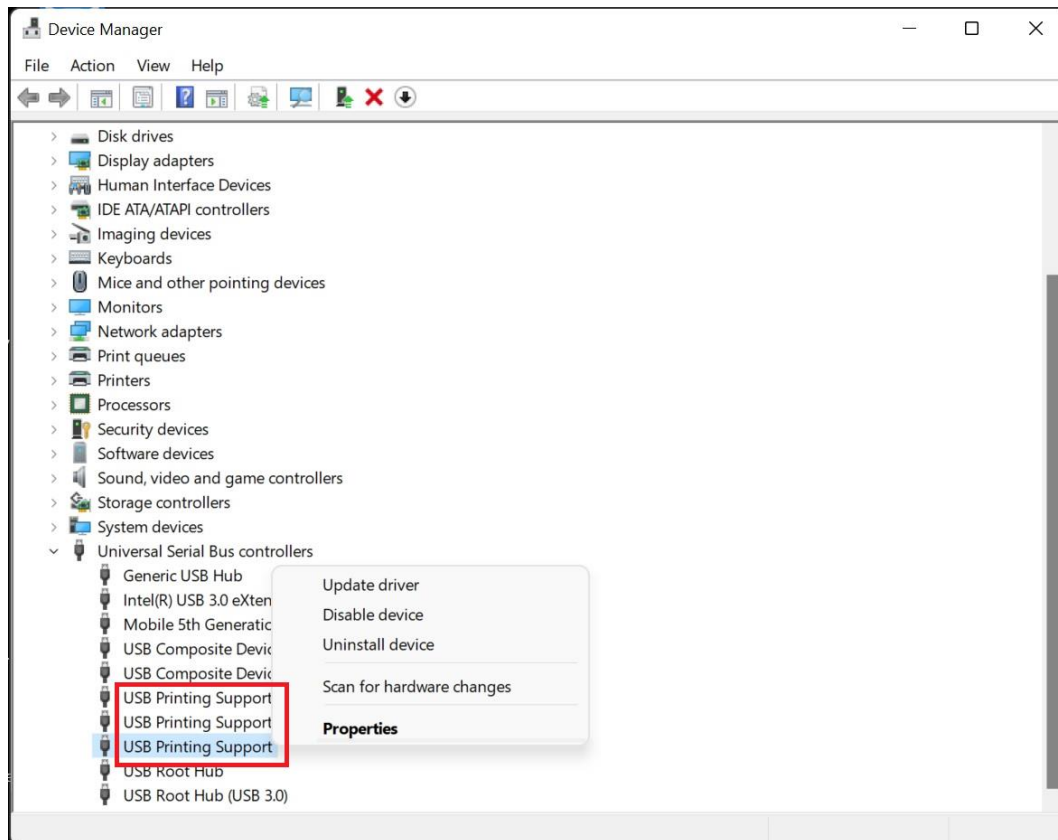
- A1. 在鍵盤按 Windows 鍵  + R，然後輸入 “devmgmt.msc”，再按 Enter 或確定
Press Windows key  + R on keyboard, then type in “devmgmt.msc” and press Enter or OK



- A2. 擴展 “通用序列匯流排控制器”，然後選擇 “USB 列印支援” 及按右鍵，再按 “解除安裝裝置”



Expand “Universal Serial Bus controllers”, right click on “USB Printing Support”, and then click “Uninstall device”



A3. 解除所有的“USB 列印支援”後，拔除 USB 線，再重新插入 USB 線

Unplug and plug the USB cable in again after uninstalling all the “USB Printing Support”

返回驅動程式安裝精靈繼續，如成功偵測便可以完成

Return to and continue the driver installation wizard. Installation will be completed if detected successfully

B1. 如正在安裝驅動程式，請先取消，再根據作業系統執行解除印表機驅動程式


If the driver setup is running, please kindly cancel it, then according to the operation system to uninstall the printer driver

Windows 7 :


按“開始”→“控制台”→在“程式”下，按“解除安裝程式”，選擇相關打印機驅動程式，如：“Canon XXXX series MP Drivers”，按右鍵，再選擇“解除安裝”

Click “Start” button → “Control Panel” → Under “Programs”, click “Uninstall a program”, choose the printer driver, e.g.: “Canon XXXX series MP Drivers”, right click then choose “Uninstall”

Windows 8 / 8.1 :


在鍵盤按 Windows 鍵  + R，然後輸入“control”，再按 Enter 或確定


開啟“控制台”後，在“程式”下，按“解除安裝程式”，選擇相關打印機驅動程式，如：“Canon XXXX series MP Drivers”，按右鍵，再選擇“解除安裝”

Press Windows key  + R on keyboard, then type in “control” and press Enter or OK



“Control Panel” → Under “Programs”, click “Uninstall a program”, choose the printer driver, e.g.: “Canon XXXX series MP Drivers”, right click then choose “Uninstall”



Windows 10 :

按“開始”→“Windows 設定  ”→“應用程式”，在“應用程式與功能”的清單中，選擇相關打印機驅動程式，如：“Canon XXXX series MP Drivers”，點選後再選擇“解除安裝”

Click “Start” button → “Windows Settings  ” → “Apps”, under “Apps & features”, choose the printer driver, e.g.: “Canon XXXX series MP Drivers”, click “Uninstall” after choose the driver

Windows 11 :

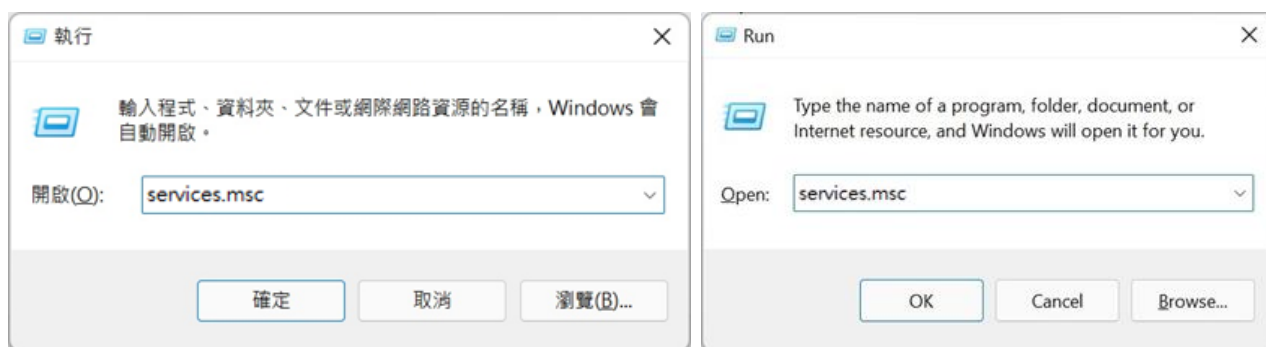
按“開始”→“設定  ”→“應用程式”→“應用程式與功能”，在清單中選擇相關打印機驅動程式，如：“Canon XXXX series MP Drivers”，點選  後再按“解除安裝”

Click “Start” button → “Settings  ” → “Apps” → “Apps & features”, choose the printer driver, e.g.: “Canon XXXX series MP Drivers”, click  and then click “Uninstall”

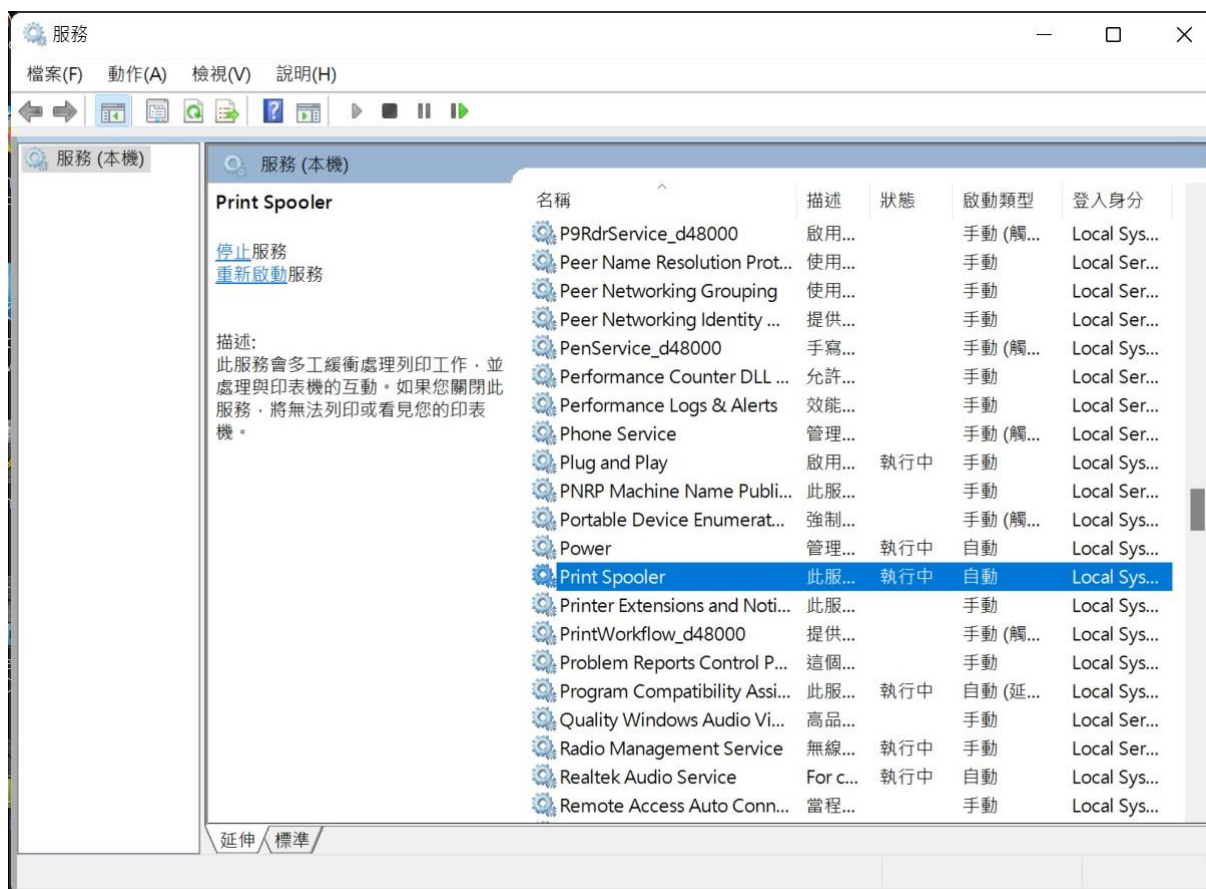
解除舊驅動程式後，重新執行安裝驅動程式

Reinstall the driver after uninstalled the old driver

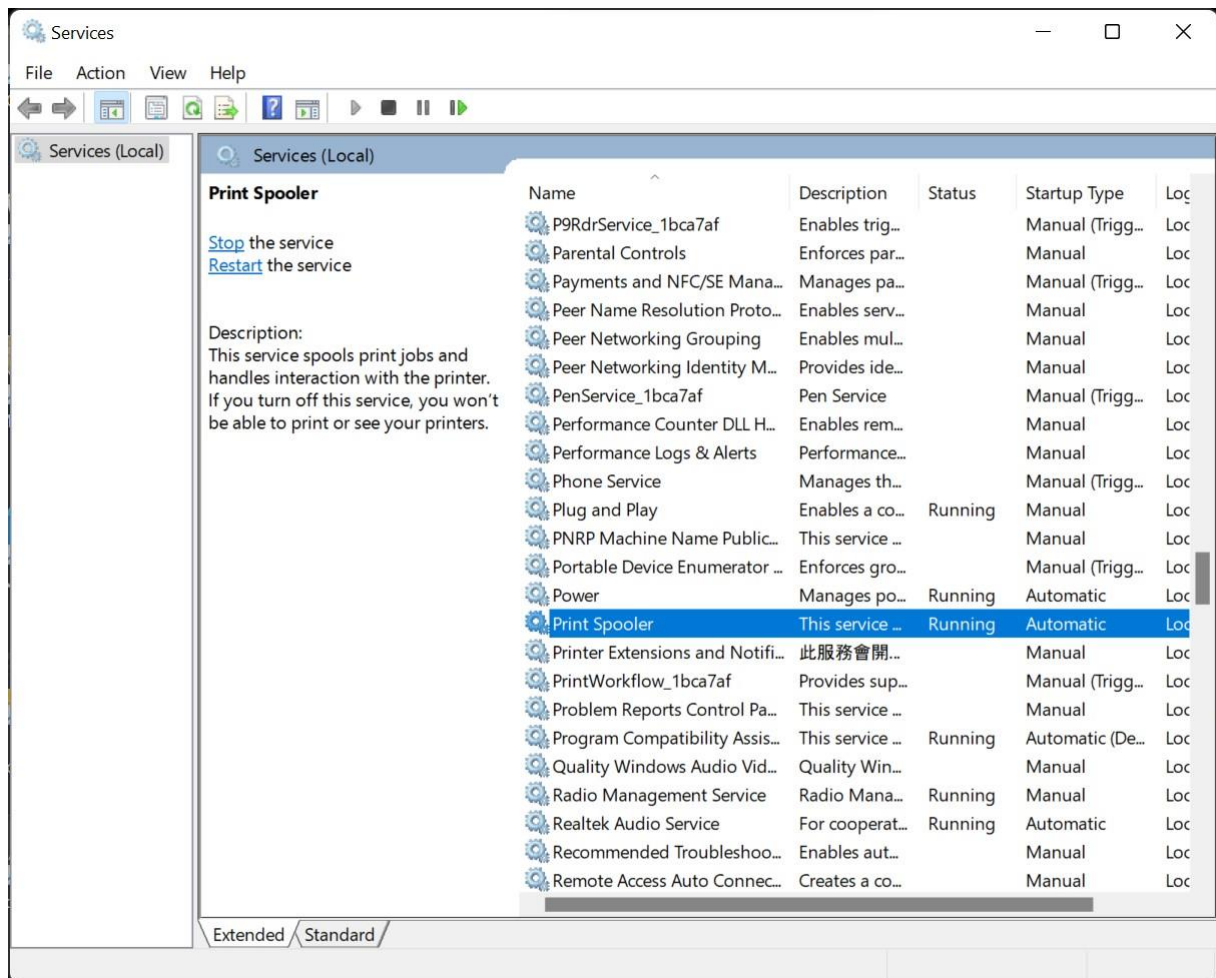
- C1. 重啟 Print Spooler 服務，在鍵盤按 Windows 鍵  + R，然後輸入 “services.msc”，再按 Enter 或確定 Restart Print Spooler Service, press Windows key  + R on keyboard, then type in “services.msc” and press Enter or OK



- C2. 開啟服務後，尋找 Print Spooler，然後雙擊滑鼠左鍵



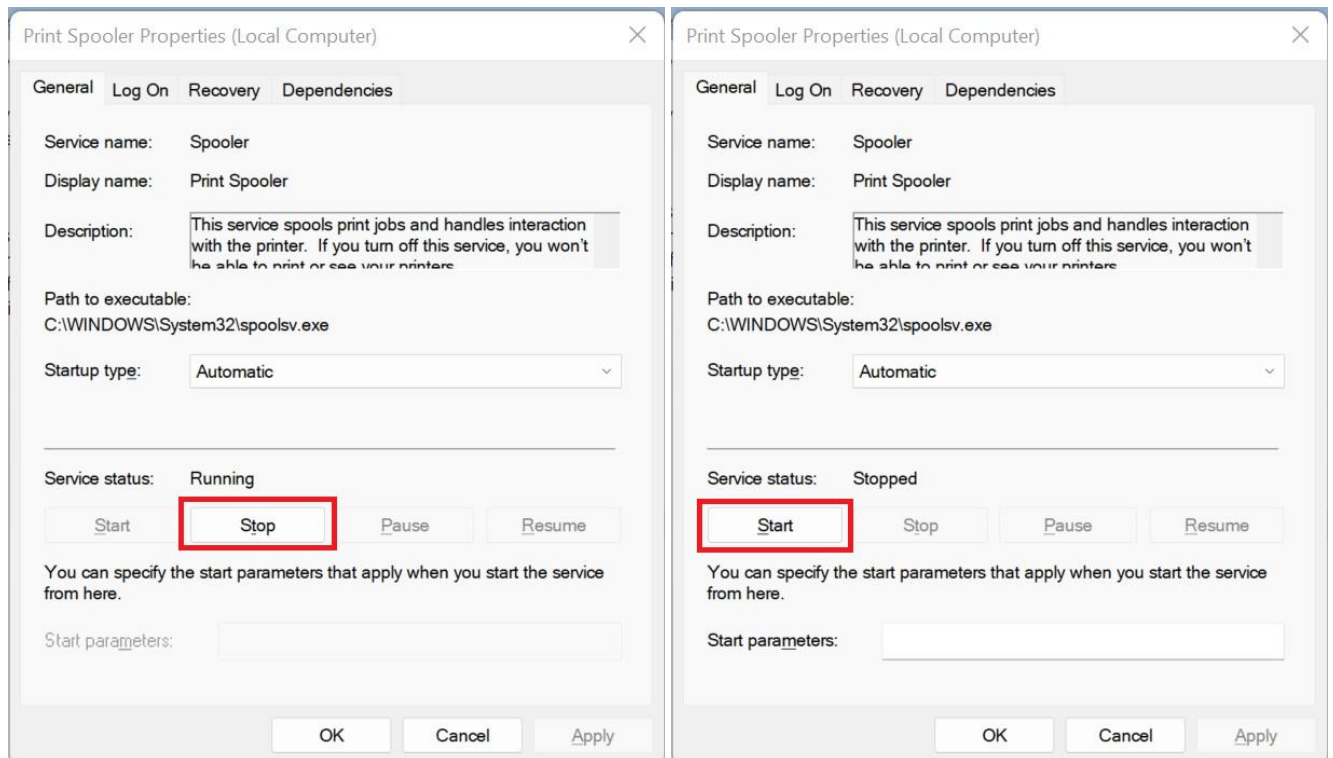
Search and double click Print Spooler after opened Services



C3. 先按停止，再按啟動重啟 Print Spooler



Click Stop, and then click Start to restart Print Spooler



C4. 重啟 Print Spooler 後，再嘗試安裝驅動程式

Please try to install the driver again after restarted Print Spooler

-完-

-End-