- Before installing the printer driver, make sure the printer is turned off and disconnected from the computer. NOTE: Administrator privileges are always required when downloading and installing new software.

- The Bixolon printer uses the 8.5x11 label size by default. Select the Generic Thermal Printer option to select the correct labels.
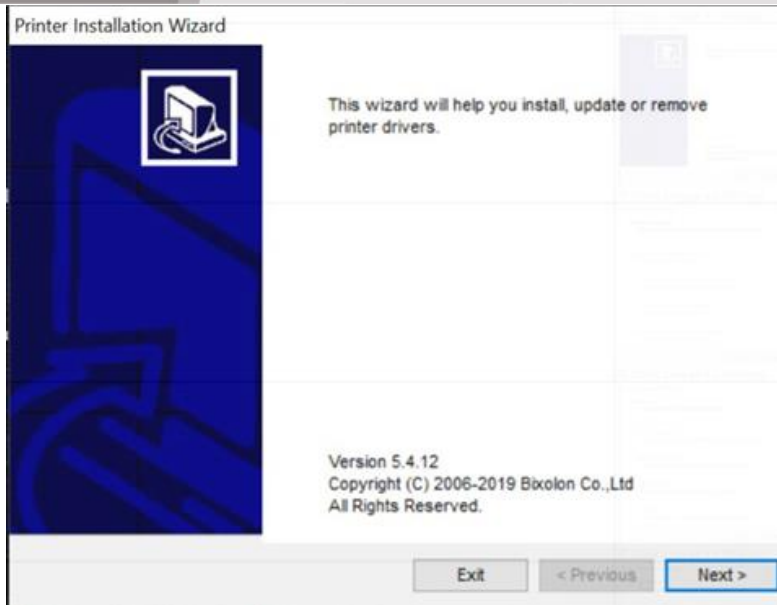
Follow these steps prior to installing your Bixolon Printer to ensure success:

1. To obtain the driver installer, download the correct driver for your device using the following link: https://www.ups.com/us/en/support/shipping-support/print-shipping-labels/thermal-printing-of-labels.page

    a. NOTE: click the Download button for the desired driver on the page referenced here. This button should take you to the Bixolon website where you can download the desired printer driver.

2. Begin by double clicking downloaded zip file.

3. Agree to the Bixolon terms and conditions by checking the box marked 'Accept'

4. Click Download.

5. Select the appropriate install location using the Browse option located in the center of the screen. Then, click next.
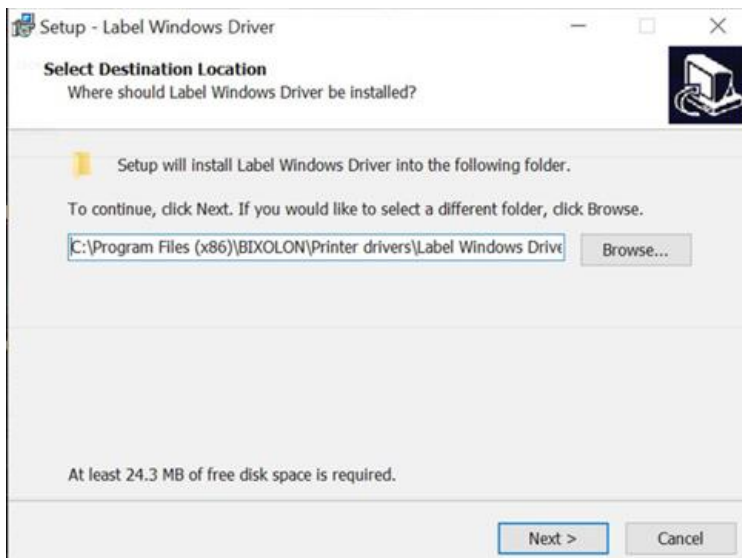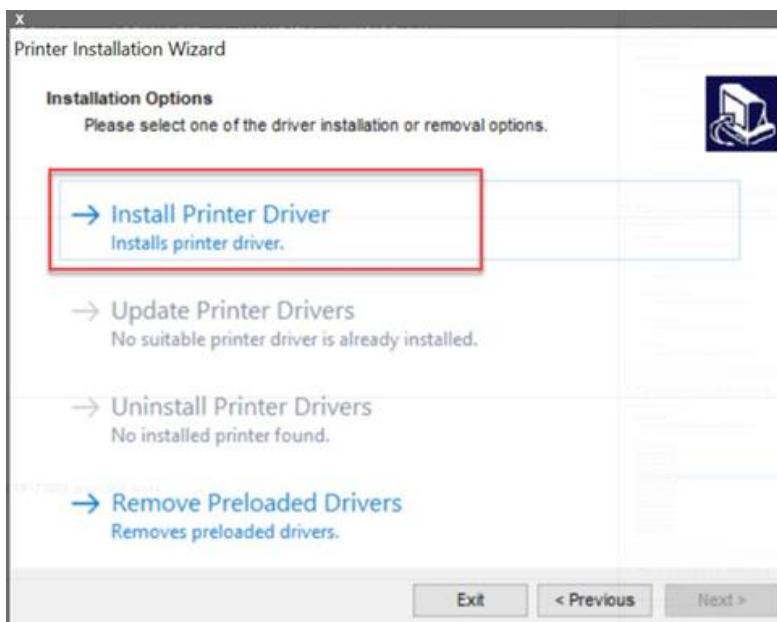

6. The application will now install the drivers to the selected file location. Let the installer complete.

7. A printer installation wizard will now open. Click Next.

Printer Installation Wizard

This wizard will help you install, update or remove printer drivers.

Version 5.4.12
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| Exit | < Previous | Next > |

8. Select the "Install Printer Driver" option from the next menu.

Printer Installation Wizard

Installation Options
Please select one of the driver installation or removal options.

→ Install Printer Driver
Installs printer driver.

→ Update Printer Drivers
No suitable printer driver is already installed.

→ Uninstall Printer Drivers
No installed printer found.

→ Remove Preloaded Drivers
Removes preloaded drivers.
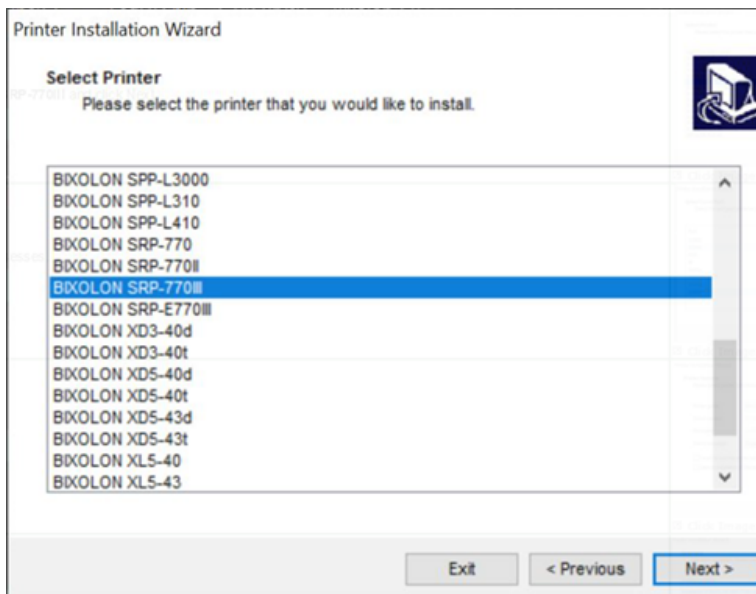
| Exit | < Previous | Next > |

9. The wizard will ask you to select a port. Select the "Other" option at the bottom. Click Next.

(There is a USB option, but that option is not always successful)

Printer Installation Wizard

Select Port
Select port to which the printer is attached.

→ Local Port
Installation on Serial (COM) or Parallel (LPT) ports.

→ Network Port
Ethernet (LAN) or Wireless (WiFi) installation.

→ USB Port
Installation of USB Plug and play device.

→ Other
Other ports or manual installation on any port.

Exit   < Previous   Next >
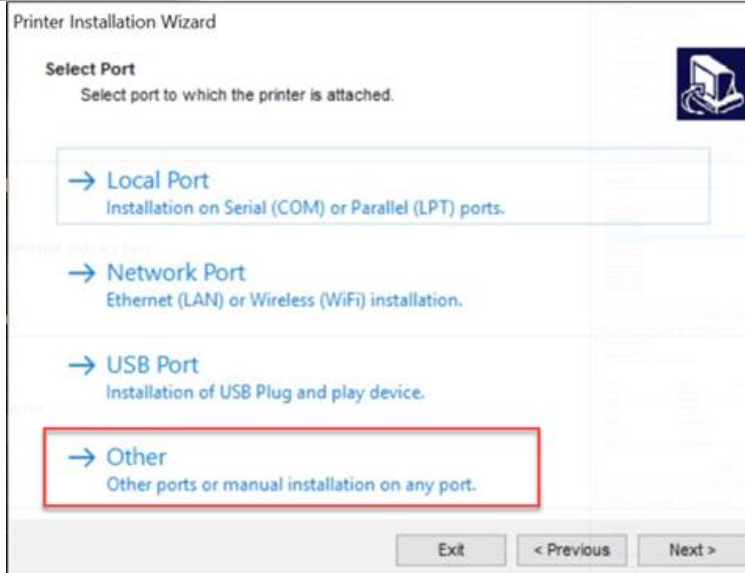
10.   Scroll through the Bixolon models that are available:

11.   Select the option for BIXOLON SRP-770III. Click Next.

Printer Installation Wizard

Select Printer
Please select the printer that you would like to install.

BIXOLON SPP-L3000
BIXOLON SPP-L310
BIXOLON SPP-L410
BIXOLON SRP-770
BIXOLON SRP-770II
BIXOLON SRP-770III
BIXOLON SRP-E770III
BIXOLON XD3-40d
BIXOLON XD3-40t
BIXOLON XD5-40d
BIXOLON XD5-40t
BIXOLON XD5-43d
BIXOLON XD5-43t
BIXOLON XL5-40
BIXOLON XL5-43

Exit   < Previous   Next >

12.   Select the port from this screen. The port will be indicated by the cable the customer possesses.

13.   Typically, this option will be USB001. Click Next.
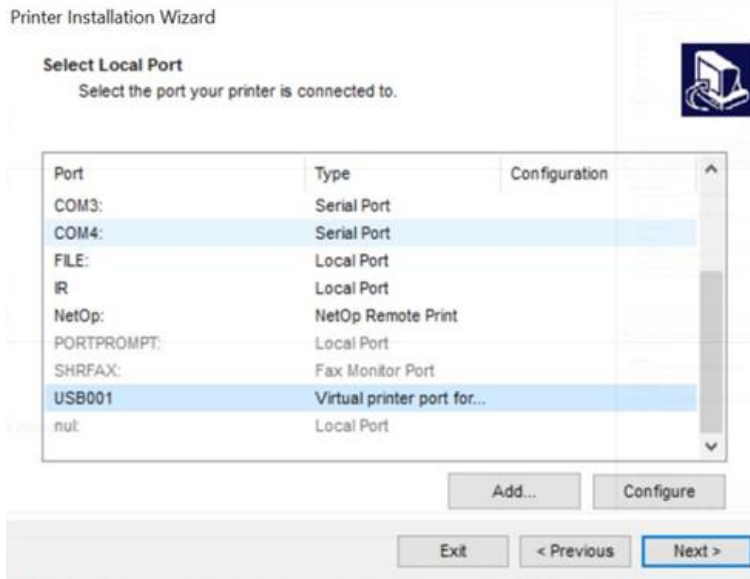
14. This screen will allow the user to indicate the printers' name. Click Install.
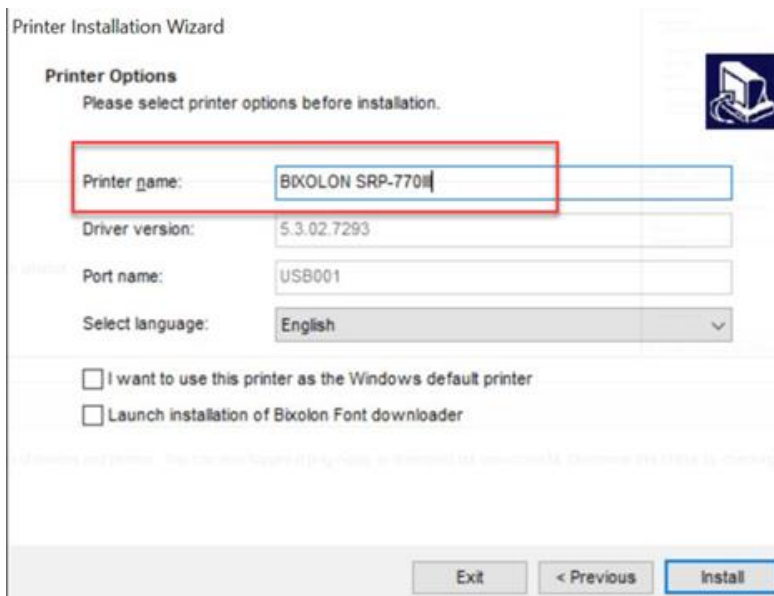
15. Once the installer is complete, navigate to the control panel to open the Devices and Printers window. Locate the BIXOLON SRP-770III in this window.
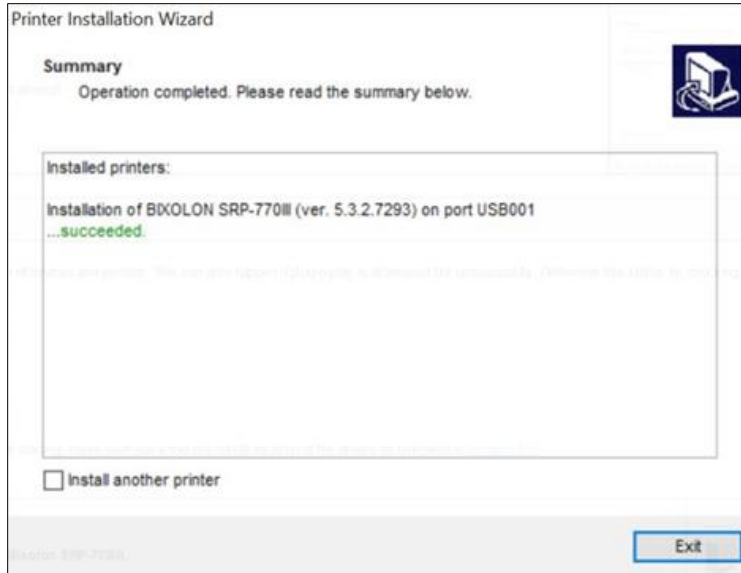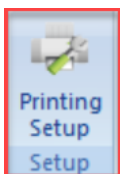
16.   Once the entry is visible in the window, plug the printer in to the computer, and turn it on.

17.   If technical assistance is needed, please contact the UPS Help Desk at ?

WorldShip is not configured to recognize the Bixolon printer by default:
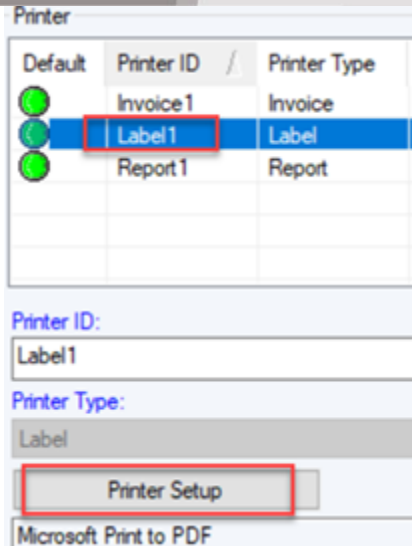
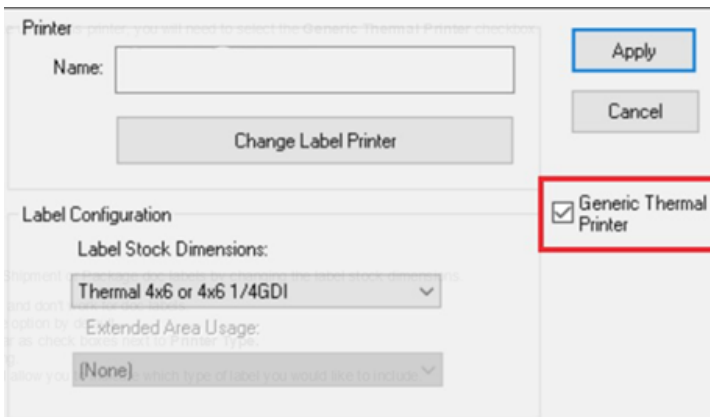1. In WorldShip select the Printing activities tab.
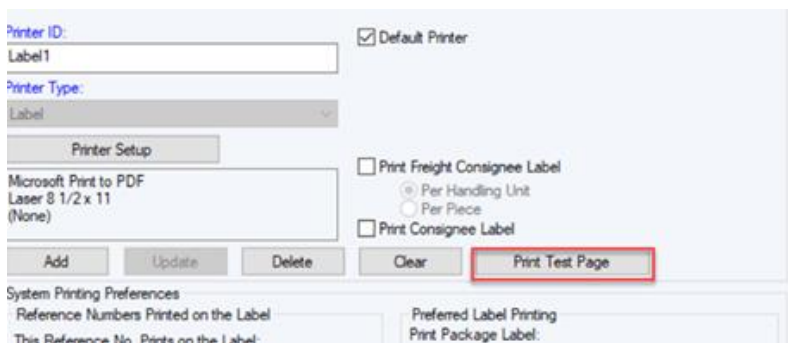

2. Click Printing Setup.

3. Select the label printer.

4. Click Printer Setup.

5. Check the Generic Thermal Printer checkbox, click apply.

6. Print a test page.

Shipment and package Doc Label set up:

- Once the generic thermal printer has been indicated for this device, the customer can make use of Shipment or Package doc labels by changing the label stock dimensions.

- The default dimensions, Thermal 4x6 or 4x6 1/4GDI do not support extended area printing, and don't work for doc labels.

- The option Thermal 4x8 or 4x8 1/4GDI (Perforated) supports doc labels and will select the option by default.

- Once this stock size has been selected, click Apply. The doc label options will appear as check boxes next to Printer Type.

- The third option, Thermal 4x8 or 4x8 1/4GDI supports the full range of extended area printing.

- The dropdown below the Label Stock Dimensions field will become available and will allow you to indicate which type of label you would like to include.

- Prior to utilizing doc labels in WorldShip, the Bixolon driver must be configured to utilize the 4.00" x 8.25" label size.

To enable this stock size, open the control panel and follow these instructions:

1. From within the control panel, open the 'devices and printers' submenu.

2. Right click on the BIXOLON SRP-770III (or BIXOLON SRP-e770III).

3. Select Printing Preferences.

4. In the Options tab, locate the paper size section.

5. Edit the width to 4.00 and the height to 8.25.

6. Click OK to exit this screen.

    a. Once the printer has completed a self-test, attempt to print a test page from windows.

Please contact the UPS Help Desk with any questions on installing your Bixolon printer after using this guide.