

Re: hp printers and CE operating systems

Source:

<http://www.tech-archive.net/Archive/WindowsCE/microsoft.public.windowsce.embedded/2007-12/msg00250.html>

- *From:* Kung Xiong <KungXiong@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 28 Dec 2007 09:36:01 -0800
-

ONE more question but is NT the same as CE logically their different but I was just wondering.

"<ctacke/>" wrote:

I don't understand the question, nor do I feel like reading a support phone transcript. Windows CE has PCL drivers and USB drivers for Printer class devices. If the printer supports PCL (and most do) you typically can print black and white by simply including both of those in your image. If you want color, you need a driver specifically for Windows CE. Ive successfully used one from Epson (been a while so I can't recall the model). If HP doesn't list it and their support people can't help you, why would you think we can?

--

Chris Tacke, eMVP
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"Kung Xiong" <KungXiong@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:03862074-6FF1-499F-815F-F6723692F15D@xxxxxxxxxxxxxxxxxxxxx>

I have a CE operating system and I've been trying to figure out if I can get a HP D2430 printer to work on the CE. Then I ask for an online support but it didn't seem like I was getting anywhere. I was mainly trying to find a print driver for it but they said that it was a windows issue (i'm pretty sure it wasn't, more like HP needs to get the the program...) I recorded the first

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message.

Koby: Hello Kung.

Kung Meng Xiong: hello?

Koby: Welcome to HP Total Care for HP Deskjet Products.

Koby: I am Koby, how may I assist you today?

Kung Meng Xiong: i have an old operating system. It's a CE.

Kung Meng Xiong: i'm trying to install print drivers (printer D2430) for the

computer but it won't allow me because it's probably an new printer model.

Kung Meng Xiong: i was wondering if there was some way i can install without

networking the printer.

Kung Meng Xiong: are you there?

Koby: Yes, I am with you.

Kung Meng Xiong: ok

Koby: I understand that you are trying to install D 2430 Printer on your computer which has Windows CE operating system. AM I correct?

Kung Meng Xiong: yes

Koby: I regret to inform you that Deskjet D 2430 Printer is not compatible with Windows CE operating system, we can only use Printer on Windows 2000,

XP

and Vista operating systems.

Koby: I regret for the inconvenience caused.

Kung Meng Xiong: is there a script or something i can use to run the printer? Because the funny thing is that if I network it with some of our newer computers it'll read the printer but i just want the CE and the printer

to work together.

Koby: I am afraid to inform you that we cannot use Deskjet D 2430 Printer on

Windows CE, as the Printer itself is not compatible with the operating system.

Kung Meng Xiong: ok thank you.

Then after that I gathered some more questions and tried it again. (this one is much longer and more in depth)

Chris: HP Deskjet 6980dt Color Inkjet Printer is available.

Kung Meng Xiong: i know it's available but the whole name is 6980DT, correct?

Chris: Yes

Chris: Do you want to check its specifications?

Kung Meng Xiong: sure

Chris: I am sharing you with a Webpage Pop-up which will help us towards the

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issue.

The webpage titles: HP Deskjet 6980dt Color Inkjet Printer
(C8972A#B1H)

Chris: The shared webpage will appear in your screen, behind the Chat Window

we are conversing.

You will receive the shared page in the chat application page, in which you

have typed first name, last name and e-mail ID and got connected to us.

Did you receive it?

Kung Meng Xiong: yes

Chris: You can check the printer

Overview, Specifications, Customer reviews, Rebates, Cartridges and Paper, Accessories.

Kung Meng Xiong: i'm mainly looking at the supported operating systems but

it doesn't say anything for the Windows CE

Chris: One moment.

Kung Meng Xiong: ok

Chris: I am sharing you an another webpage that titles:

Chris: Download drivers and software

Chris: you will receive it in the same page which you have receive before.

Chris: I am sharing you an another webpage that titles:

Chris: Download drivers and software

Chris: you will receive it in the same page which you have receive before.

Kung Meng Xiong: no

Kung Meng Xiong: oh yes

Kung Meng Xiong: i see it now

Chris: Scroll the page down, where you can see Select operating system

Kung Meng Xiong: i see the ME but not "CE"

Kung Meng Xiong: nothing for "CE"

Chris: HP Products – Software Downloads and Replacement CDs Are No Longer

Available for Windows 98, 98 SE, and Me

Kung Meng Xiong: ok

Kung Meng Xiong: I kinda figure

Chris: As I have said in the beginning, that there is no printer that mentions it will support Windows CE .NET 4.2, Pocket PC 2002 in its

product

specifications.

Chris: However, Installing and Using Jetsend for Windows CE Devices we can

print.

Kung Meng Xiong: oh so how do you know that the 6980 will work?

Chris: Also, new USB 2.0 printers may not print from Windows CE .NET

Chris: Old printers like 900 series printers which support Parallel

Connectivity (Not USB) may printer.

Kung Meng Xiong: well the computer I'm using right now has CE but the parts

are new with 2.0 USB.

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Kung Meng Xiong: do those print black and white?
Kung Meng Xiong: or color?
Chris: Both color and black. Only Monochrome printer like Laserjet 1018, 1020, 1022 printers print only Black (No color)
Kung Meng Xiong: oh ok
Kung Meng Xiong: many in stock? how much? Is it going to run for 5 years?
Kung Meng Xiong: or is the products for the printer going to run for the next 5 year I mean
Chris: There are many and enough in stock. Also Deskjet 6980 series printer are the best successfull printers.
Chris: So they will continue upto long time
Kung Meng Xiong: no i meant the 900 series
Chris: may be little modifications will be done in the printers with added features and will be released with new deskjet 6980 xxx etc.
Chris: I see.
Chris: 600, 800, 900, 3000 series printers are not manufactured now.
Chris: They are not available any where.
Kung Meng Xiong: oh ok hmm.... I know that you don't tell if it's available with CE or NT but you're saying that the 6980 will work. Just a question but have you ever worked on a CE before?
Kung Meng Xiong: or do you know someone who has...
Chris: I am sorry. No.
Kung Meng Xiong: oh ok no problem
Chris: that is why, I suggested to contact Micorosoft Support to recommend a best printer for Windows CE
Kung Meng Xiong: just a minute i'm going to see what other printers are available for the CE.
Chris: Thank you
Chris: I have shared an another page, which explians that Windows CE with bluetooth connecitivities
Kung Meng Xiong: there is quite a few printers that i can choose from but with you saying that the 600, 800, 900, and 3000 is not available. I will have to take another look.
Chris: Yes.
Kung Meng Xiong: how about the 340 (monochrome)
Kung Meng Xiong: i know this might be an older model but if you get something just tell me.
Kung Meng Xiong: also try the 2230
Kung Meng Xiong: 2230 ink jet
Kung Meng Xiong: if possible
Chris: Sure
Kung Meng Xiong: it looks like they only have replacements for the 2230 because it's so old.
Chris: HP Business Inkjet 2230 printer is not available only compatible print cartridges, paper, and support for your HP printer
Kung Meng Xiong: is there any possiblity that you can talk to another tech

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person to see if they know what printers on stock would work for operating system CE.

Chris: I have been trying asking different experts on the floor and also searching the whole database we have.

Chris: Also Printer Drivers for Microsoft Windows CE .NET 4.2 are manufactured by Microsoft only.

Chris: If so, then any printer should print

Kung Meng Xiong: not necessary because there is no driver for the new printers that are out now and it doesn't seem you guys provide it for the CE.

Kung Meng Xiong: is it possible if you know anyone else who might be able to

help me with printers besides windows

Chris: Windows CE is latest and printers are manufactured with different operating systems like Micorosoft Windows, MAC OS, Linux etc like widely used

operating systems by the users keeping in mind with the business.

Chris: Check the below websites

Chris: <http://msdn2.microsoft.com/en-us/library/ms919234.aspx>

<http://msdn2.microsoft.com/en-us/library/ms923123.aspx>

<http://msdn2.microsoft.com/en-us/library/ms923120.aspx>

<http://msdn2.microsoft.com/en-us/library/ms924804.aspx>

<http://msdn2.microsoft.com/en-us/library/ms921985.aspx>

msdn2.microsoft.com/en-us/library/ms894812.aspx

Chris: Windows CE only has a PCL printer driver, so the following entry is hard-coded into the registry to load the PCL driver. This will enable testing

all USB printers that support PCL print format.

Chris: However, non-PCL printers still support ASCII-only printing with the

default PCL driver. Also, you can load third party printer drivers so you can

use a different driver to support printing on non-PCL printers.

Kung Meng Xiong: okay how does that work.

Chris: Kung, its better you contact Microsoft Corporation Windows CE support

team to recommend a printer that can print from Windows CE and also which has

clearly mentioned that the printer will print from Windows CE in its product

specifications.

Chris: I appreciate your time, efforts, patience, and co-operation.

If anyone or any techs out there can help me with this horrible problem please help. Just give me some steps or tips. I've even looked if there was

someone with the same problem or similar case as I did but I have not seen anything close.

Thank you.

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