

# PuppyByte Label Printer Driver

Version 1.1.0.74 (10/10/2026) – Windows 7 SP1, 8, 8.1, 10 and 11, 32-bit and 64-bit. The driver is free of charge.

This guide explains how to install the driver, set up your labels, print from your programs and fix the most common problems.

## Supported printers

| Model   | Print width     | Speed             | Print method                                 |
|---------|-----------------|-------------------|----------------------------------------------|
| PB-9124 | 80 mm (3 inch)  | 76.2 – 254 mm/s   | Direct thermal                               |
| PB-2120 | 56 mm (2 inch)  | 76.2 – 152.4 mm/s | Direct thermal                               |
| PB-420  | 104 mm (4 inch) | 50.8 – 254 mm/s   | Direct thermal                               |
| PB-424  | 104 mm (4 inch) | 50.8 – 254 mm/s   | Direct thermal                               |
| PB-490  | 104 mm (4 inch) | 50.8 – 152.4 mm/s | Thermal transfer (ribbon) and direct thermal |

All models print at 203 dpi. Labels can be up to 2286 mm long.

## 1. Install the driver

Connect the printer to the computer with the USB cable and switch it on before you start. Setup then finds the printer by itself.

Nothing else needs to be installed first. Windows 7 needs Service Pack 1.

1. Extract the downloaded zip file (right-click → **Extract All**). Keep all files together in the extracted folder.
2. Double-click **PuppyByte-Driver-Setup-1.1.0.74.exe**.
3. Windows may show “**Windows protected your PC**”. Click **More info**, then **Run anyway**. The next Windows question may show the publisher as **Unknown**; click **Yes**. This happens because the free driver is signed with PuppyByte’s own certificate.
4. Choose **Install Printer Driver**.
5. Setup shows your connected printer model. Select it and click **Next**. If the printer was not found, choose the model and the port (for example USB001) yourself.
6. Keep or change the printer name. **Do not share this printer** is selected; share it only if other computers on your network should print to it.
7. **Windows 7:** Windows asks “**Would you like to install this device software?**” (Publisher: PuppyByte). Tick **Always trust software from PuppyByte** and click **Install**.
8. Click **Finish**. The printer appears in **Control Panel** → **Devices and Printers**.

If a PuppyByte printer is already installed, Setup updates it; it does not create a second copy. Setup also installs the PuppyByte certificate so that Windows accepts the driver.

## 2. Set up your labels

Open **Control Panel** → **Devices and Printers**, right-click the printer and choose **Printing preferences**.

| Tab        | What you set                                                                                                                                          |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page Setup | Label stock (New, Edit, Delete), preview, orientation (Portrait, Landscape, and both turned 180°), mirror image, negative, presets, Advanced Options. |

| Tab        | What you set                                                                                                                                       |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Graphics   | Dithering and Color Adjustment (brightness, contrast) for pictures and logos.                                                                      |
| Stock      | Print method (direct thermal or thermal transfer), media type (gap, black mark or continuous), gap height, post-print action and position offsets. |
| Options    | Print speed, darkness, “Use Current Printer Settings” and reprint after error.                                                                     |
| Diagnostic | PB-490 only: calibration, self test and printer settings (see section 5).                                                                          |
| About      | Model, driver version and printer specifications.                                                                                                  |

- Choose a **stock** with the same width and length as the real label on the roll. Create a new stock if your size is not in the list.
- Labels wider than they are long (for example 47 × 25 mm) are supported. Enter the width and length as they are on the roll.
- Set speed and darkness on the **Options** tab. Start with speed 4 and darkness 8; if the print is too light, raise the darkness or lower the speed.

### 3. Print from your programs

- **PDF files** (Foxit, Adobe Reader, a browser): in the print window choose **Actual size** (not Fit), and choose the PuppyByte printer.
- **BarTender and other label programs**: set the page size in the program to the label size. The program’s page size is sent to the printer.
- **Shipping labels** from courier portals are usually 100 × 150 mm (4 × 6 inch). Use a 4-inch printer and a 100 × 150 mm stock.
- After you install a new driver version, close Foxit, BarTender and other printing programs and open them again. They keep the old driver until they are closed.

### 4. Printer tools

Right-click the printer, choose **Printer properties** and open the **Tools** tab.

| Menu      | Items                                                                                                                                                                                             |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Print     | Generic Test, Blank Page, Printer Self Test, Printer Settings Page, Print Head Test Pattern, File List                                                                                            |
| Action    | Form Feed, Run Calibration (Auto), Calibrate Gap Sensor, Calibrate Black Mark Sensor, Restart Printer, Reset To Factory Defaults, Send Printer Command, Send File To Printer, Delete Printer File |
| Configure | Set Printer Clock                                                                                                                                                                                 |

### 5. Diagnostic tab (PB-490)

**Printing preferences** → **Diagnostic** has the same functions as the manufacturer’s diagnostic tool.

- **Calibrate Sensor**: the printer measures the label and gap. Choose the media sensor first (Gap, Black mark).
- **Self Test Page, Settings Page, Head Test**: print printer information or a pattern that shows missing print-head dots.
- **Feed Label, Restart Printer**.
- **Factory Default**: resets all printer settings. Switch the printer off and on afterwards, then calibrate.
- **Printer settings**: speed, density, media sensor, gap, label size, post-print action, ribbon, ribbon-end sensor, ribbon encoder, head-open sensor, reprint after error, stop offset, maximum length and gap

intensity. Fields left empty or on “No change” are not sent. **Send to Printer** shows the commands before sending them. These settings are saved in the printer.

Print jobs from Windows always use the speed, darkness and label size set in the driver.

## 6. Solving problems

| Problem                                                                   | What to do                                                                                                                                                                                                               |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Label stops in the wrong place, skips a label or prints across two labels | Calibrate the printer: switch it off, hold the FEED button, switch it on and release FEED when the light flashes. Or use Tools → Action → Run Calibration. Clean the gap sensor and check that the label passes over it. |
| Print is cut off or turned                                                | Choose a stock with the real label size. In PDF readers choose Actual size. Check Portrait / Landscape.                                                                                                                  |
| Print too light or not clear                                              | Raise darkness or lower speed. Clean the print head with an alcohol swab. PB-490: the ink side of the ribbon must face the label, and the print method must be Thermal transfer.                                         |
| PB-490 prints blank labels                                                | Check the ribbon direction and that Ribbon is On (Diagnostic tab).                                                                                                                                                       |
| “The driver is not installed on this computer” when opening properties    | Close all printing programs, then restart the print service or the computer, and open the properties again. If it stays, run Setup again.                                                                                |
| Printer not found by Setup                                                | Switch the printer on, use another USB port or cable, and choose the model and port manually in Setup.                                                                                                                   |
| Nothing prints                                                            | Check the printer is on USB (Printer properties → Ports), not on FILE:. Remove stuck jobs from the print queue and switch the printer off and on.                                                                        |

## 7. Remove the driver

1. Run **PuppyByte-Driver-Setup-1.1.0.74.exe** and choose **Remove**.
2. Select the printers and drivers to remove and click **Next**.
3. To install again, choose **Install Printer Driver** on the last page.

For help, contact the dealer where you bought your PuppyByte printer. When you ask for help, send the driver logs from C:\ProgramData\PuppyByte (install.log, pbrender.log, pbui.log).