

Installation and Operation Instruction for Switching Function of USB port and Virtual COM

Instructions for switching function of USB port and Virtual COM

Instruction code:

Decimal system: 31 27 31 184 19 20 N

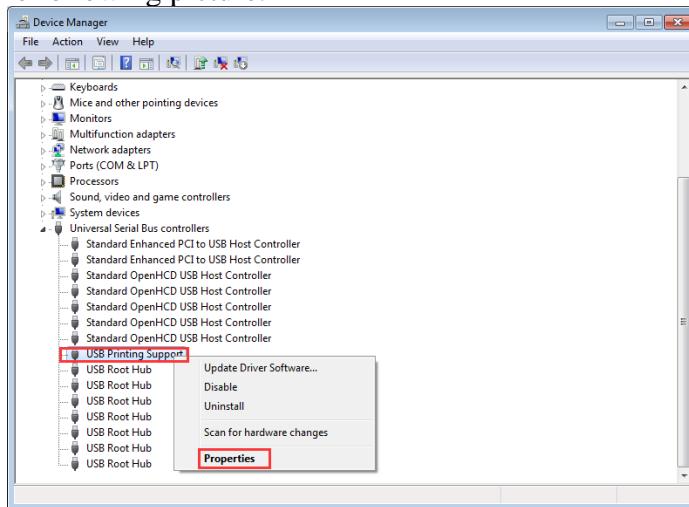
Hexadecimal system: 1F 1B 1F B8 13 14 N

Functional description: you can switch to the real USB port or USB Virtual COM; value ranges of N, notes: N=0, USB port; N=1, Virtual COM.

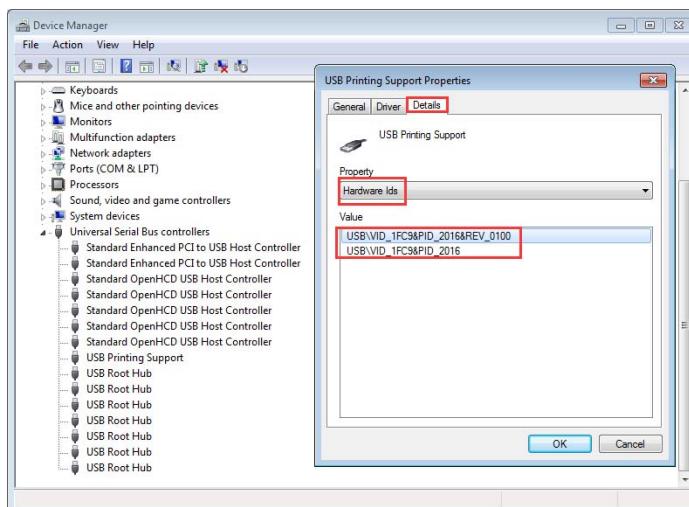
Both the NXP chip and ST chip support this function, you should firstly confirm which kind of chip and install the driver according to the type of chip.

I. How to view NXP chip and ST chip

- At first, go to the Universal Serial Bus controllers of Device Manager and find USB printing support; as shown in the following picture.

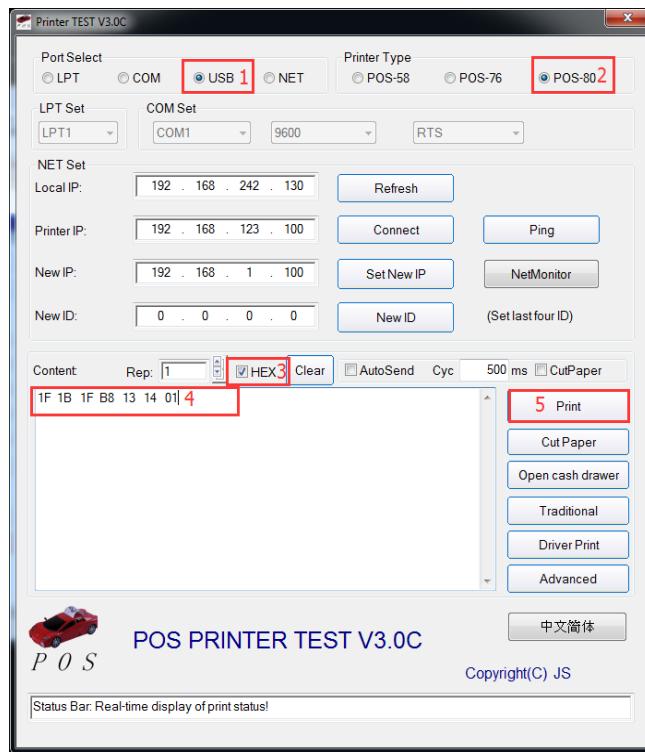


- View VID/PID information on USB port, as shown below:

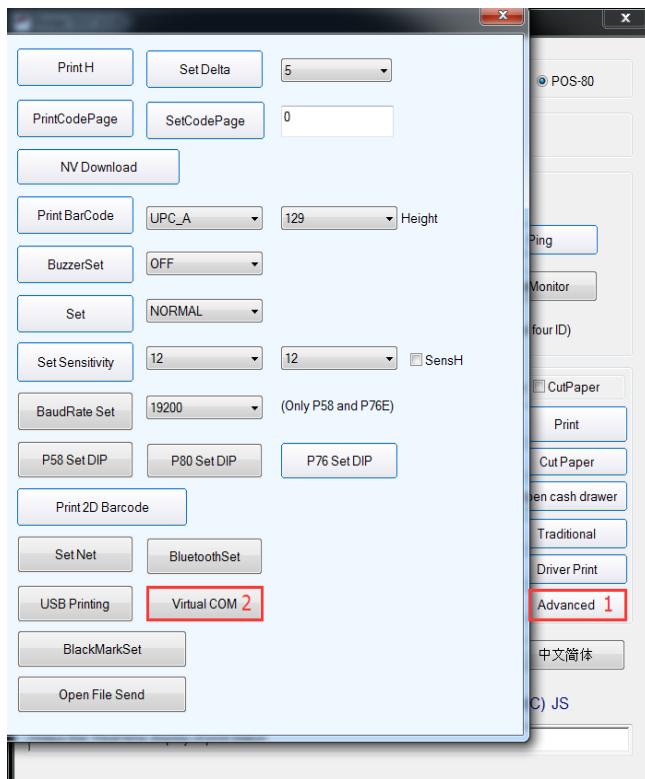


You can view the NXP chip information in the above picture; USB port VID/PID information 0483/5743 of ST chip

- II. Take the WIN7 system as an example, the installation instruction of NXP chip program should be operated as follows:
- Send instructions by modifying tools of the printer or directly click Switch button, provided that the on-line testing of the printer and the computer is normal.

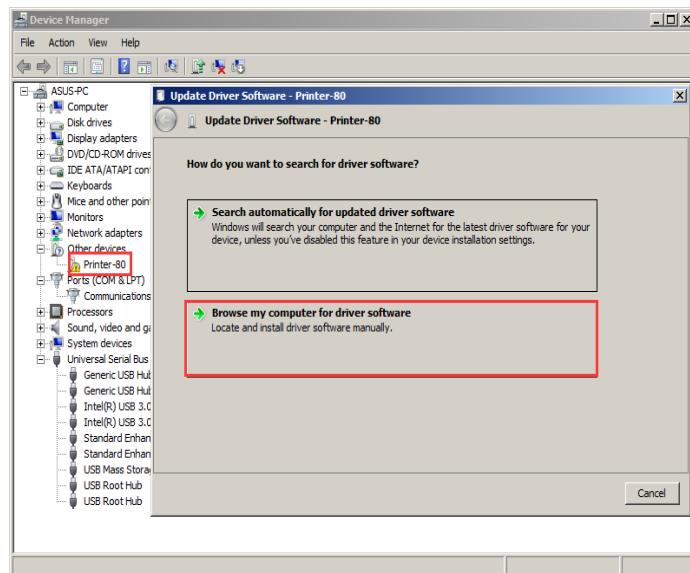


Method 1



Method 2

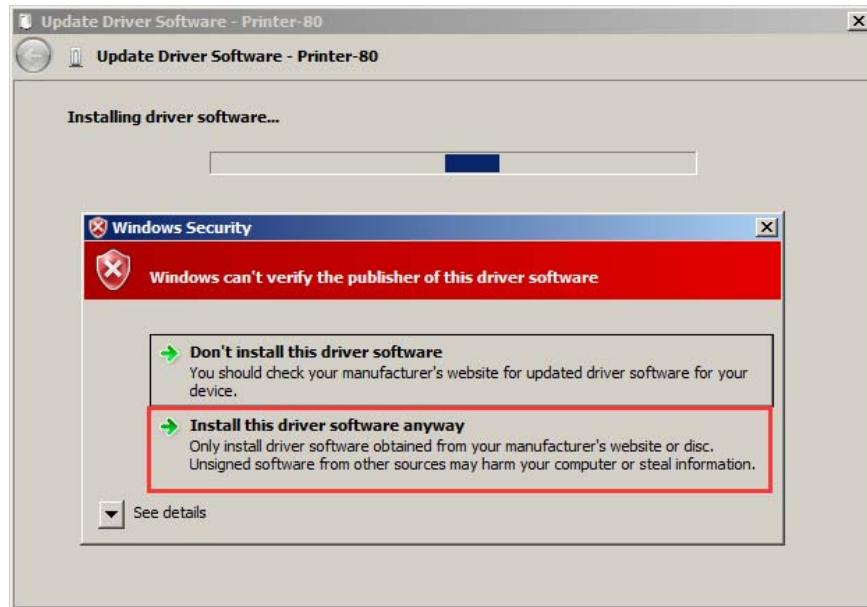
2. After the first step, install the Virtual Com driver to the printer; firstly go to the Device Manager and find the unknown device with a question mark, click the right key to select Red box 2 under the option “Update Driver Software…”, as shown below:



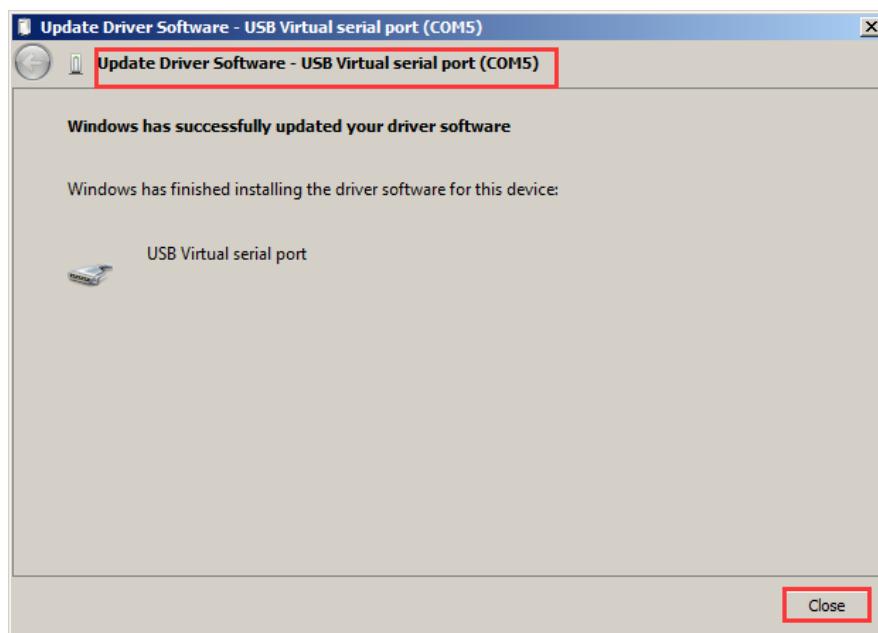
3. Click “Browse”, you can browse the folder that contains drivers, as shown below:

The image contains two screenshots of Windows File Explorer. The top screenshot shows a folder named 'Virtual com driver' containing two subfolders: 'NXP' and 'ST'. The bottom screenshot shows a folder named 'NXP' containing four subfolders: 'Win7', 'Win8', 'Win10', and 'WinXP'. A red box highlights the 'NXP' folder in the top screenshot and the 'Win7' folder in the bottom screenshot. A red text box at the bottom of the bottom screenshot contains the instruction: 'Pls choose the driver file according to your computer operation system.'

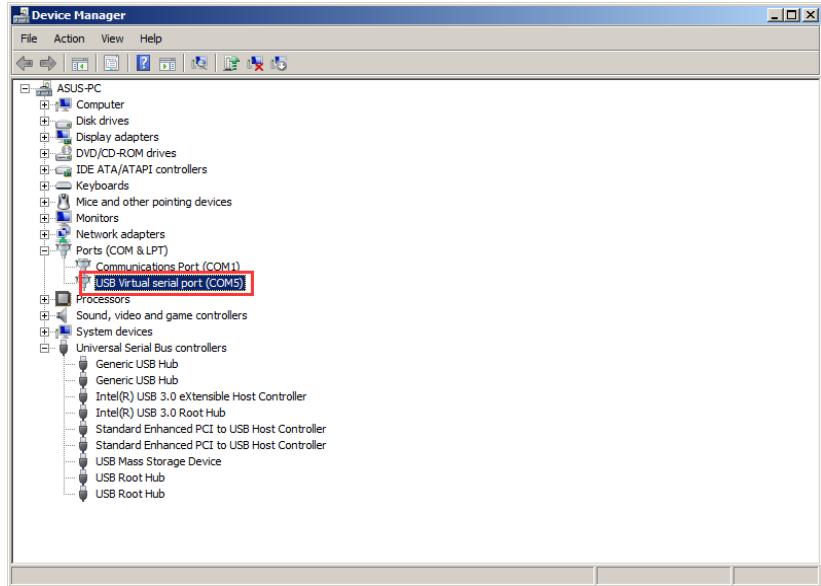
4. If the driver starts installation and the dialog box pops up, please choose “Install this driver software anyway” and then go on the installation, as shown below:



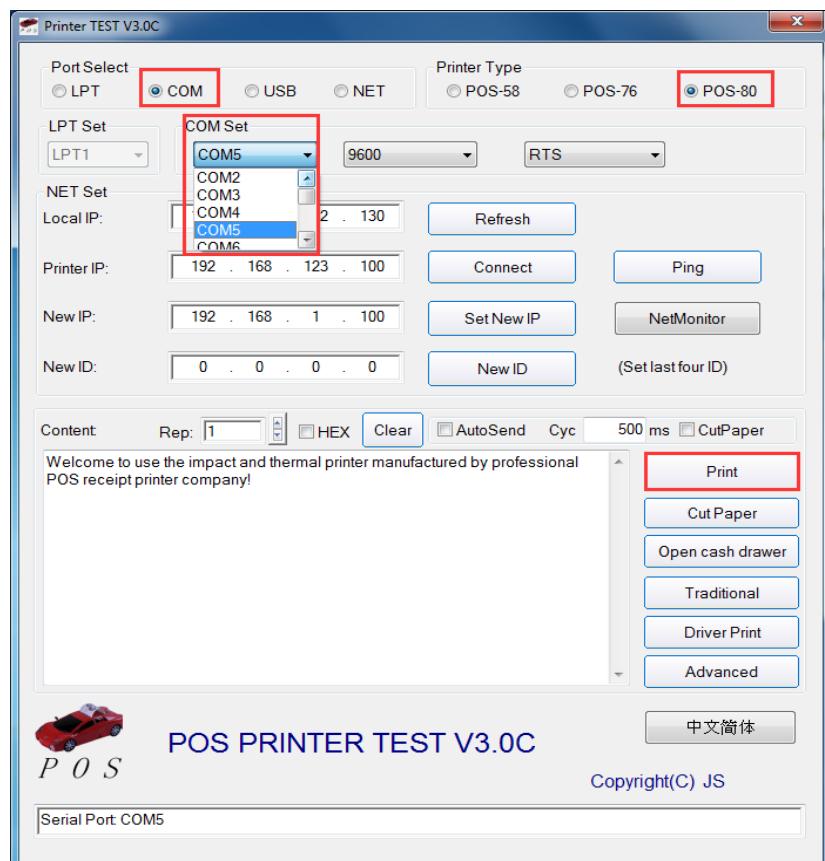
5. After the completion of the installation, the COM port generates automatically, as shown below:



6. Click “Close”, you can check the newly-added COM port in “Ports” of the device manager, as shown below:

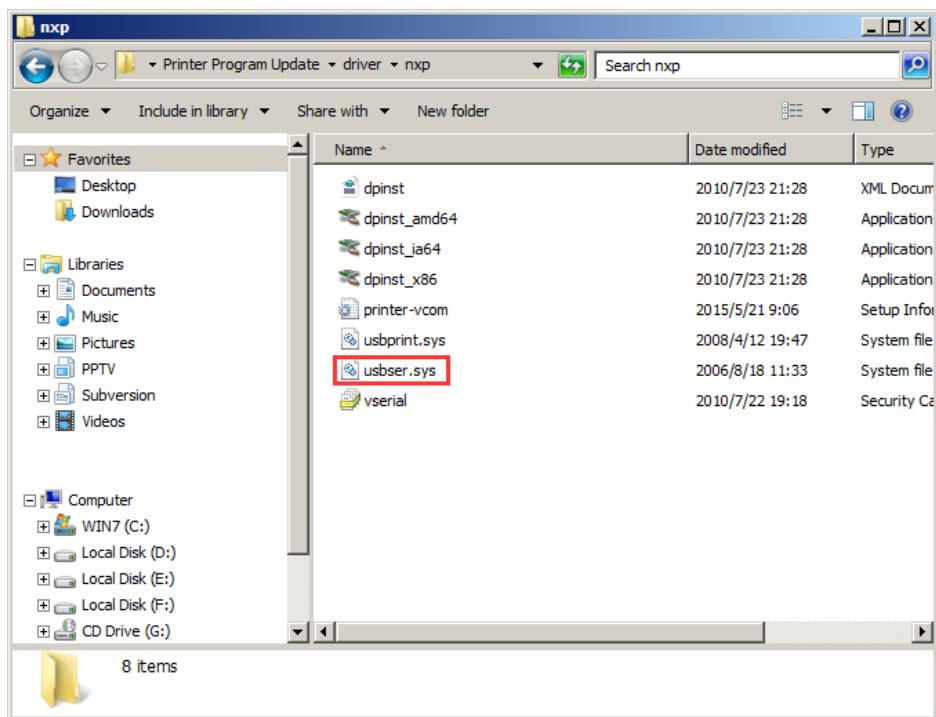


7. After the installation of the driver, you should select the auto-generated COM port in the software or the driver to connect to the USB data, as shown below:

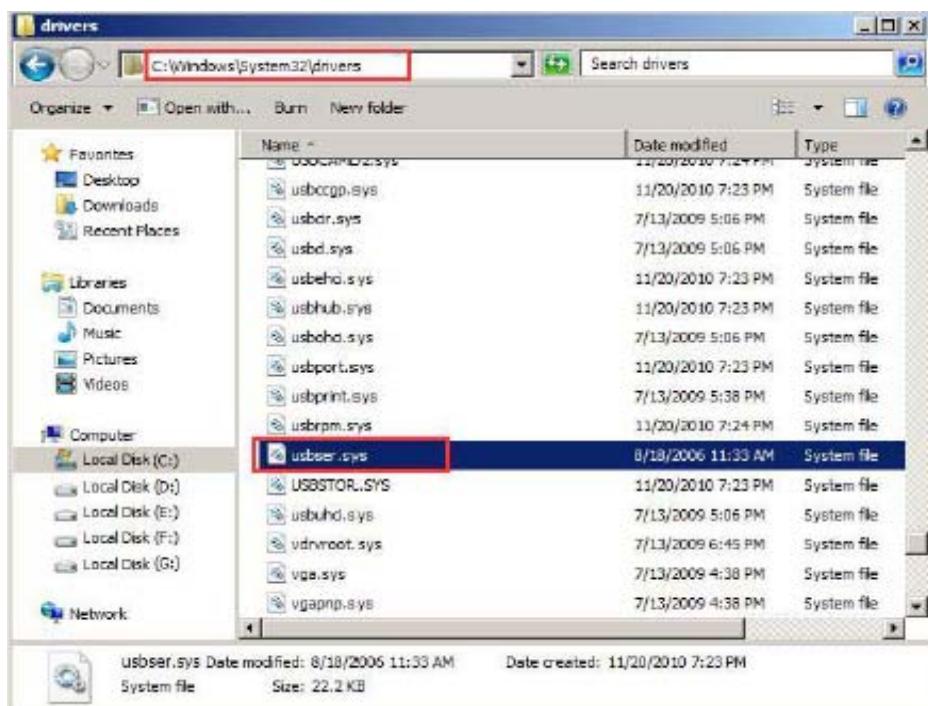


Prompts: if the installation failed, firstly copy “usbser.sys” file in Favorites of the driver to Disk C of the computer, and install it once more. The specific operation as shown follows:

A: Browse the Favorites of the Driver and find the file, as shown below:



B: After you find this file and copy it to the Computer: /windows/system32/drives

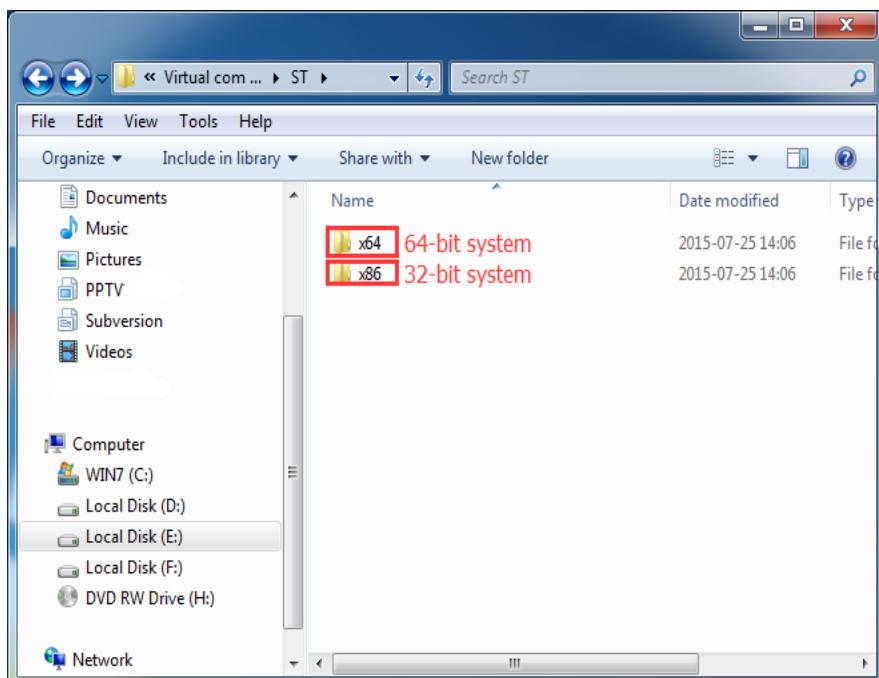


After the completion of 2 steps, please reinstall it

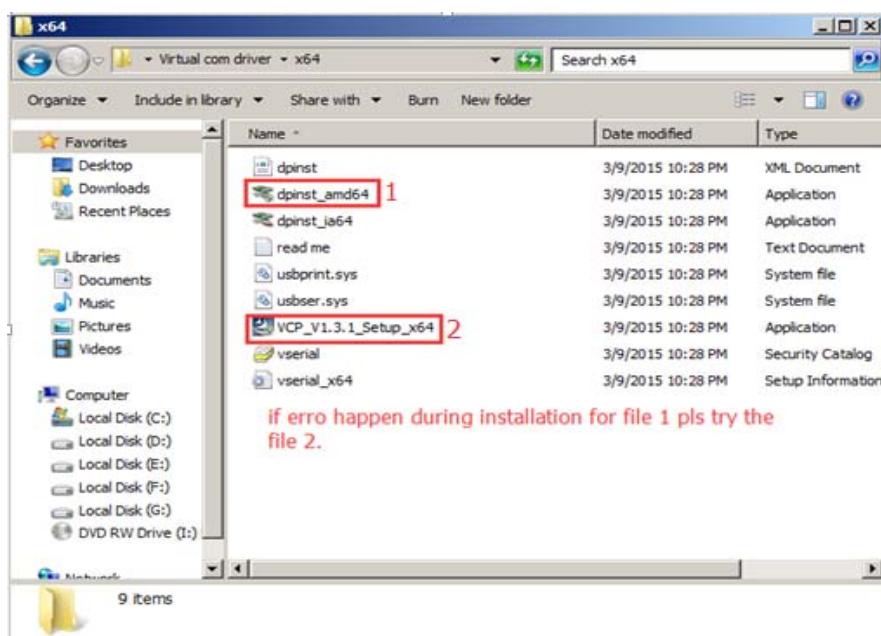
III. Installation instruction for ST chip program is shown as follows:

The installation instruction for Virtual COM of NXP chip has been mentioned above, the driver program of Virtual COM of NXP chip is installed in the similar way. At first, send Switch Function Instructions of USB port and Virtual COM by modifying tools of the printer, refer the foresaid step (II)(1); and then install the driver of Virtual COM of ST chip in two ways, first, select EXE file in the corresponding operating system and install it directly, second, add the install method (see Operation of NXP chip). The first method is shown as follows:

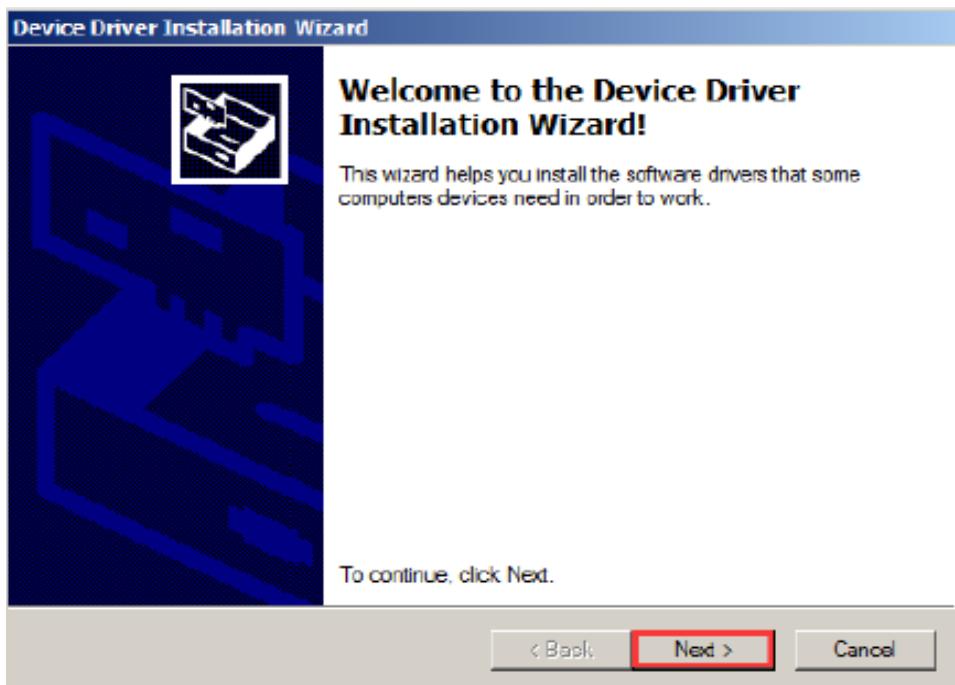
Please choose the right installation folder according to PC system:



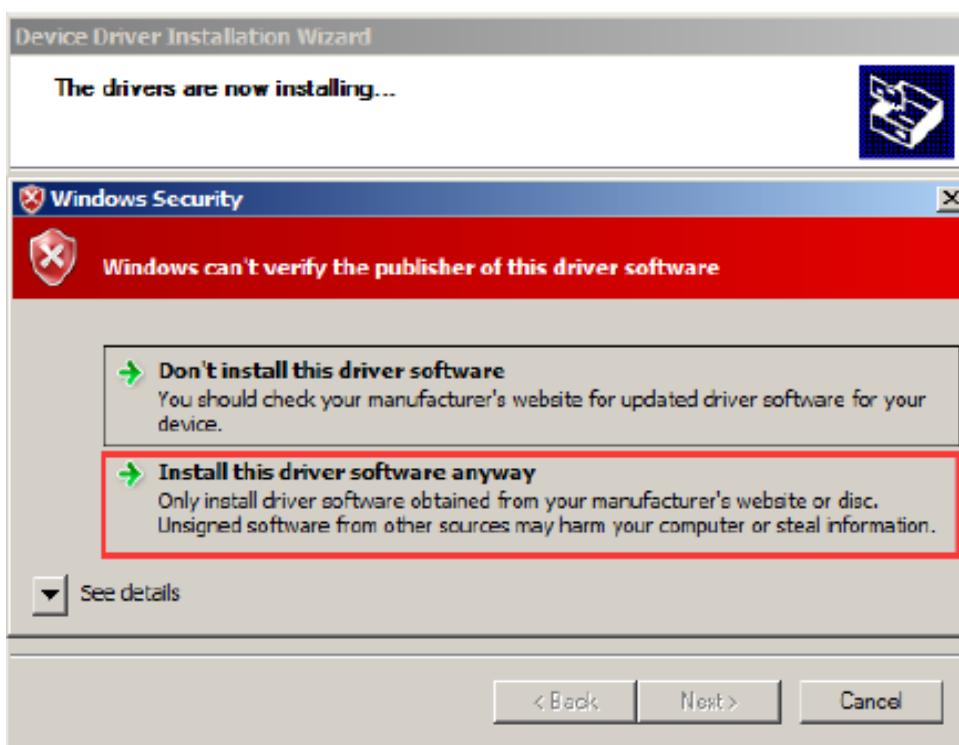
1. Browse the Favorites of the Driver and find the EXE file, as shown below:



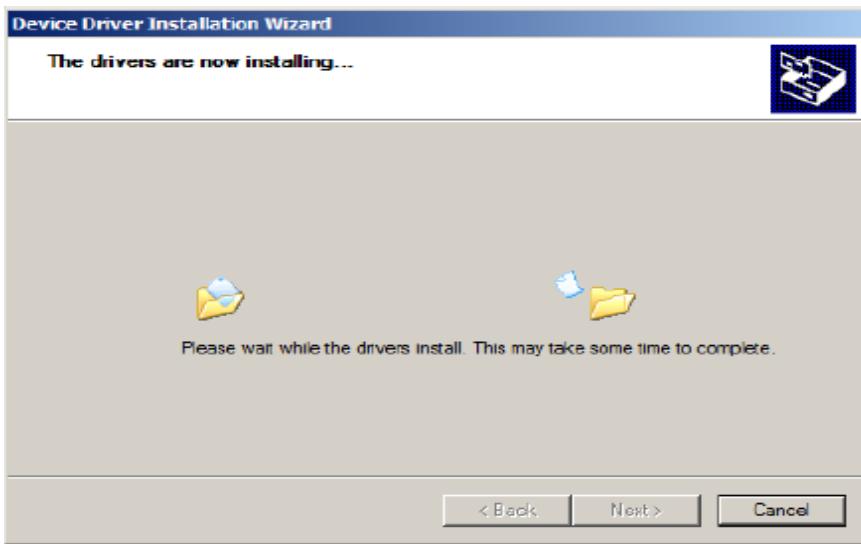
2. After double-click, click “Next” and installation program starts, as shown below:



3. If the dialog box pops up during the installation, please select “Install this driver software anyway” and go on installation, as shown below:



4. The driver is installing



5. Click "Finish", the installation of the driver is complete, the COM port pops up automatically in the port of device manager. As you use port, please select auto-generated COM port.



Prompts:

If the installation failed, firstly copy "usbser.sys" file in Favorites of the Virtual COM driver of ST to Disk C of the computer, and install it once more. The specific operation sees the installation method for NXP chip above mentioned: