



VIRTUAL COM USERS GUIDE



1. Introduction

Pertech Industries 5300 receipt printer Virtual COM emulates serial (RS232) communications protocol over a USB connection. This advantage allows legacy teller and POS applications which use COM ports to run on new PCs that do not have a RS232 COM port.

2. What's Required?

- A 5300 series (535x, 5356x or 537x) printer with firmware version 1.45.050.00A or greater.
- The printer's USB configuration "Driver Class" configured to "Virtual COM".
(Print out the configuration by holding the paper feed button down while cycling power.)
The unit can be configuration via the one button setup or by using the 5300 configuration utility.
- The 5300 Windows Certified USB driver.

3. Installing the Driver

- a. The 5300 driver with Virtual COM support can be installed automatically on your Windows 7 PC. With automatic updates enabled and an internet connection simply connect your 5300 printer to the PC using a USB cable and turn the unit on.
- b. Alternately the driver / pre-installer can be downloaded from: <http://www.pertechindustries.com/support/> . Before plugging your Pertech printer into a USB port, it is best to execute the driver pre-installer. After running the pre-installer connect your printer. Windows will associate the printer's device ID with the driver and it will be installed automatically.

4. Assign the COM Port Number

- a. When the driver is installed windows will assign the printer to a free COM port number on the PC. This COM number will remain associated with the printer even if the USB cable is plugged into a different USB port on the PC. To see what COM number Windows assigned for your printer on your machine, go to the Device Manager tree and open the Ports (COM & LPT) branch, see figure 1 on the next page.
- b. Assign the COM Port in the application (see the application manual). Note most application use an ini file to configure the communications.
 - **Note:** For this driver, the "Bits per second", "data bits", "Parity", and "Stop bits" have no effect. They may be set to anything, because the settings have no meaning to USB. "Flow Control" does have an effect, but this is normally programmed into whatever application that is being used, and overrides the windows COM Properties settings.

5. Test the Application

- Run the application and print a few items, most applications have a "test" option.

Trouble Shooting

- If your application is not communicating to the printer try the following:
 - Verify the COM Port number and how it is set within the application, make sure the syntax is correct.
 - Reboot the PC.
 - Changing the COMx Properties “Port Settings” “Flow Control” there are three settings, None, Hardware, and Software. (See Figure 2 below)
 - Verify the 5300 PCL (Printer Control Language) is set to the language required by the application. (Print out the configuration by holding the paper feed button down while cycling power.) The unit can be configuration via the one button setup or by using the 5300 configuration utility.
 - Verify the printer's USB configuration "Driver Class" configured to "Virtual COM".
 - Contact your service support representative or Pertech Technical Service 1-800-800-6614 Ext 320.

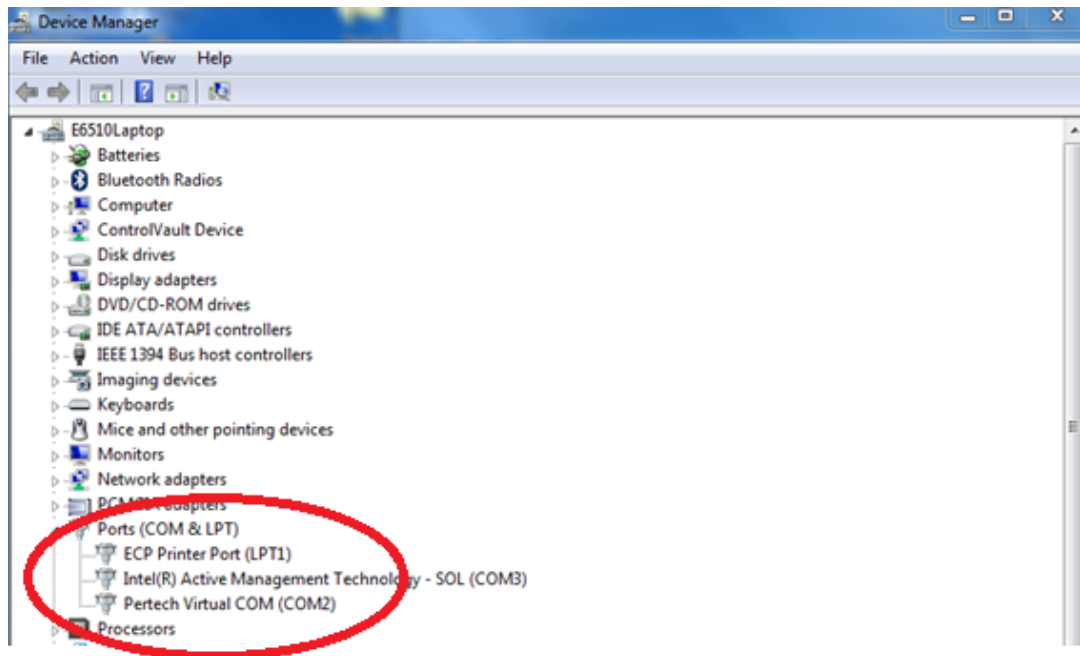


Figure 1

Double click the “Pertech Virtual COM” (COMx)” and the “Properties” page opens.

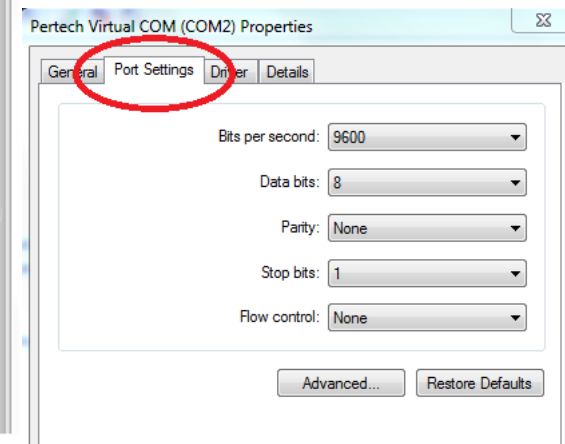


Figure 2

Select the “Port Settings” tab.