

Windows Drivers Guide

Installer version
(Windows 2000 or later)

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Revision history

Date	Version	Details
09/06/25	V2.00	Issued
09/10/29	V2.01	Added CT-S601
09/12/15	V2.02	Windows7 is supported Status function is supported on all the drivers. Driver port setting function is added. Status monitor library is added.

Caution

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- (2) The contents of this document are subject to change without prior notice.
- (3) We tried to ensure the content of this document but if you find any mistakes, please let us know.
- (4) Regardless of article (3), we cannot be responsible for any damages/influences caused by the use of this driver.
- (5) If you do not agree any of above, you are not allowed to use the driver.

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1. Operating systems

Our drivers are designed to work on any of following operating systems.

Microsoft Windows 2000 (SP4)

Microsoft Windows XP

Microsoft Windows Server 2003

Microsoft Windows Vista

Microsoft Windows 7

Windows Installer 3.x needs to be installed for driver installation.

(This software is automatically installed by Windows update.)

Windows Installer can be downloaded from following site.

<http://www.microsoft.com/downloads/details.aspx?displaylang=ja&FamilyID=5fbc5470-b259-4733-a914-a956122e08e8>

2. Supported and interfaces

Supported interfaces are as follows.

Serial / CITIZEN COM

Parallel

USB

USB Virtual COM

(If you need to use Ethernet interface, please use non-installer type driver.

Non-installer type driver can be downloaded from our Web site.)

Caution

USB Virtual COM driver

If you use CT-S608/801/2000/310/281 with setting for V-COM, USB drivers need to be installed before Windows driver installation. Please refer to the separate manual for USB driver.

3. Installation and uninstallation of the driver

These instructions use Windows Vista as the example operating system. Depending on the OS, there are little differences.

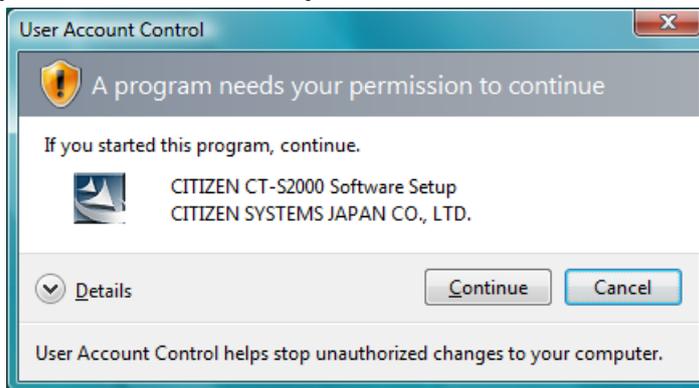
Please uninstall the older drivers prior to the installation.

3.1 Driver installation

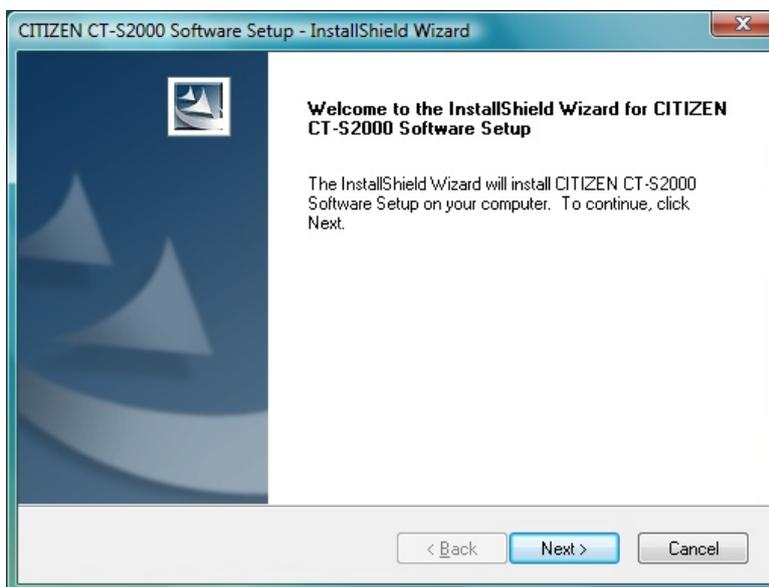
"Software Setup" installs necessary software automatically.

Run installer software,
CT-S2000_Software_Setup.
exe.

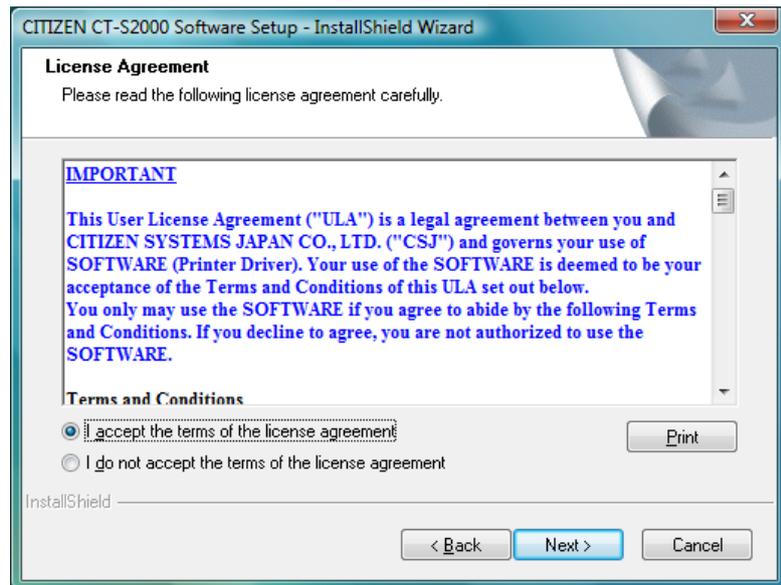
On Windows Vista, "User
Account Control" dialogue
shows up like a right
picture. Please press
"Continue".



Press "Next".

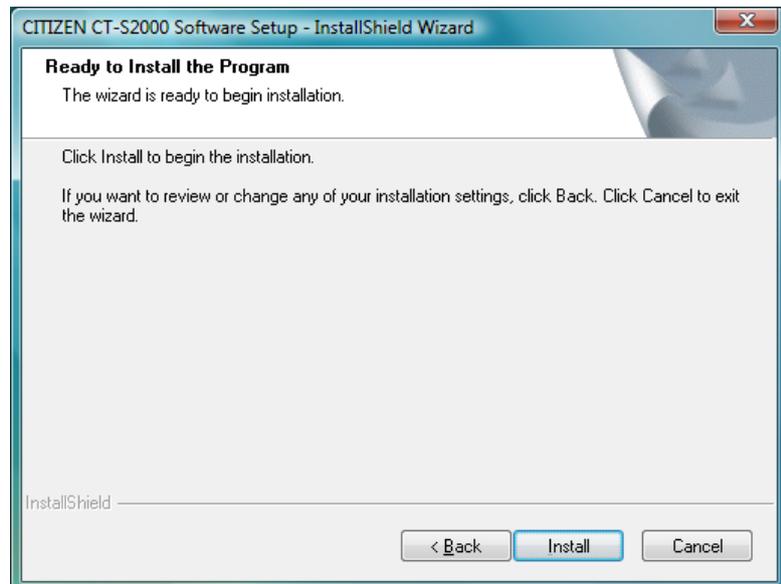


If you can accept, choose “I accept the terms of the license agreement” and press “Next”.

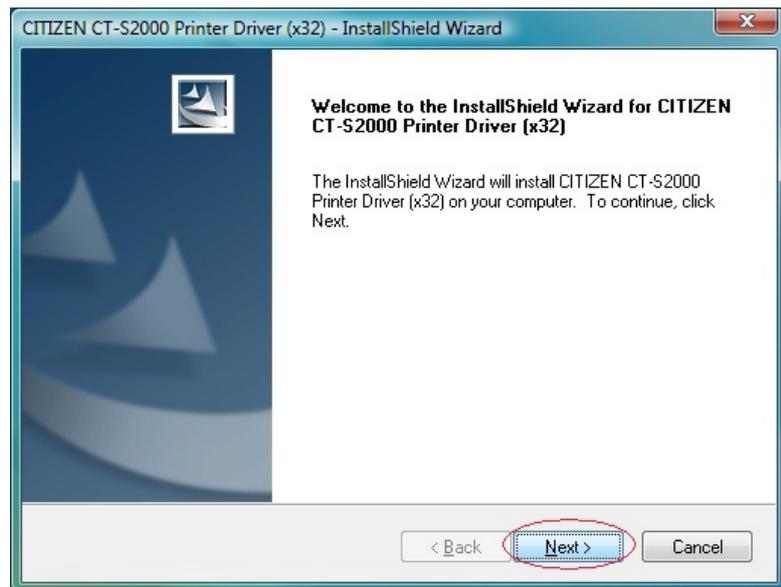


Press "Install" here.

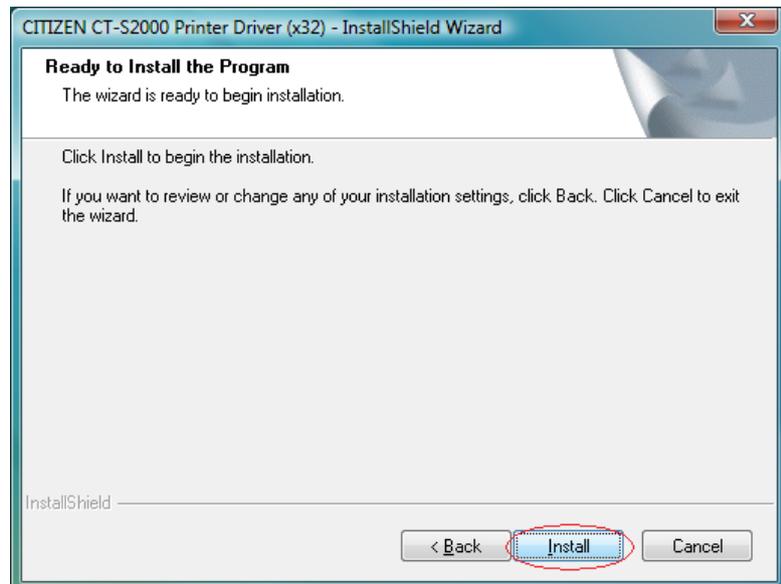
Then necessary software will be installed sequentially.



During the installation steps, mouse operation is required. Please press "Next".



Press "Install".

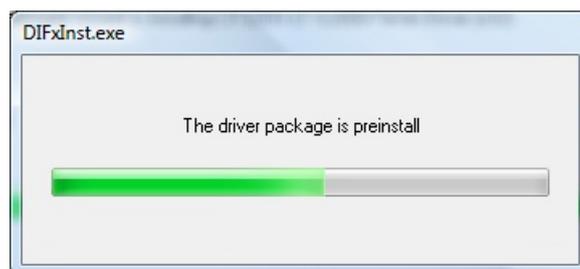
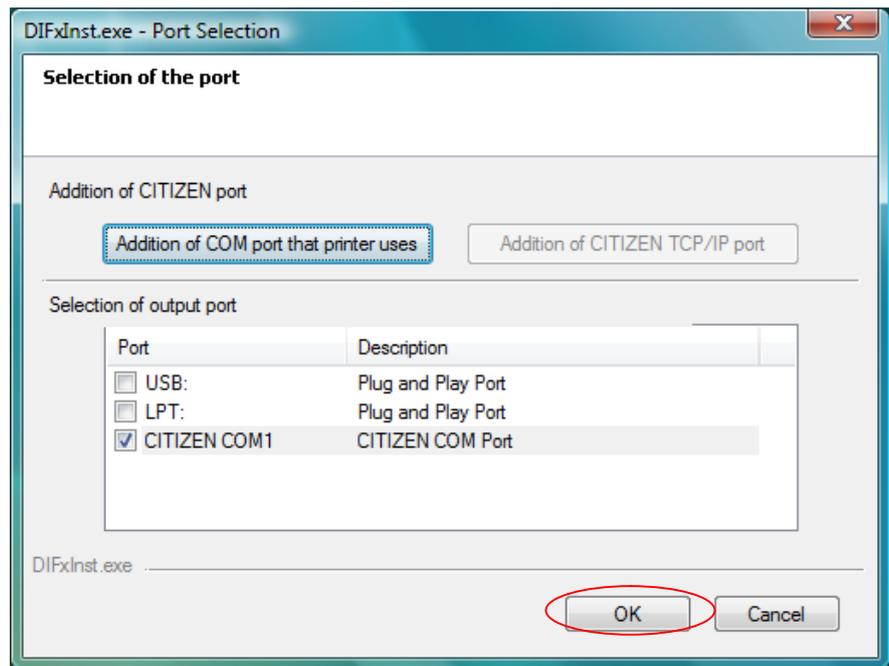


Choose the interface for the printer.

* If USB or LPT (Plug & Play Port) is chosen, driver installation will be completed after finishing this software and connect printer to the PC. Please refer to Section 3.2 “Connecting printer and PC”

* If you want to get status of the printer, it is necessary to use CITIZEN COM port. It is possible to add COM port by pressing “Addition of COM port that printer uses”. Please refer to section 3.4 CITIZEN COM port for the details.

Driver files are under installation.

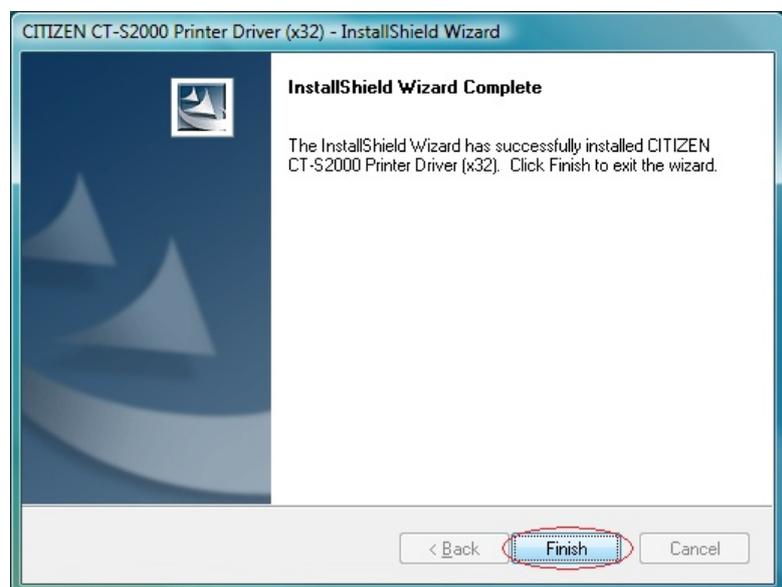
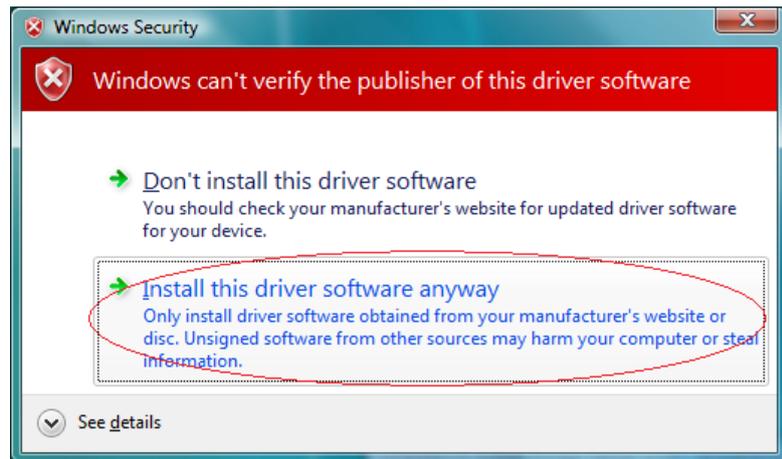


If printer driver does not have digital signature, the message like shown right shows up. As our driver does not harm the PC, please choose "Install this driver software anyway".

* Other OS shows different message. In any case, our driver does not harm your PC. Please go ahead.

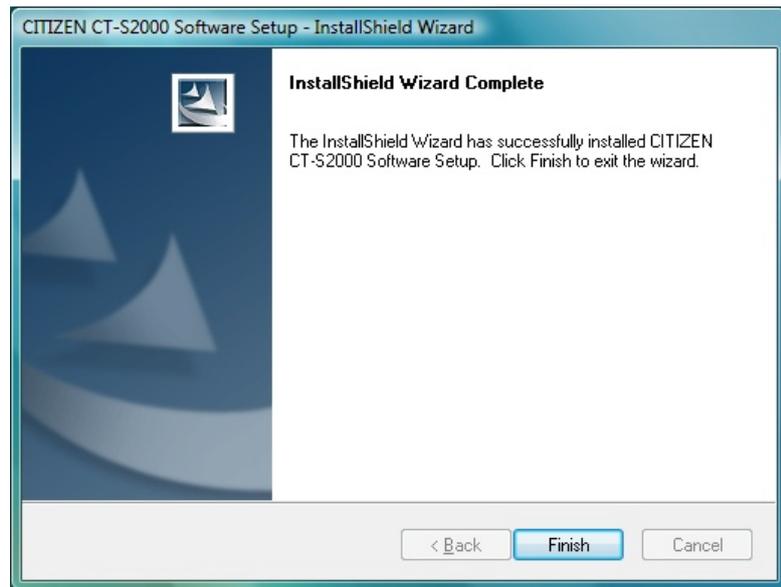
* If selected port is non-Plug & Play port, this screen will be shown twice. In that case, please choose "Install this driver software anyway."

Printer driver installation is finished. Press "Finish" to move next step. Remaining software will be installed sequentially.



When all the installation steps are finished, the right message will be shown

The driver and software installation is finished. Press "Finish".



If USB or LPT is chosen as port, please refer to next section 3.2.

3.2 Connecting printer and PC

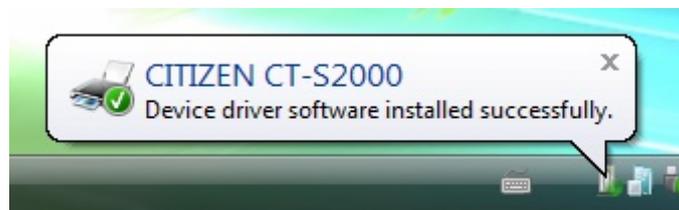
If the interface between printer and PC is USB or LPT, it is necessary to connect the printer and PC physically by cable and have each other recognized mutually.

After connecting the printer and the PC, turn the printer ON.

Then the printer is automatically detected and driver installation starts.



After a while, the driver installation is completed with the message in right picture.

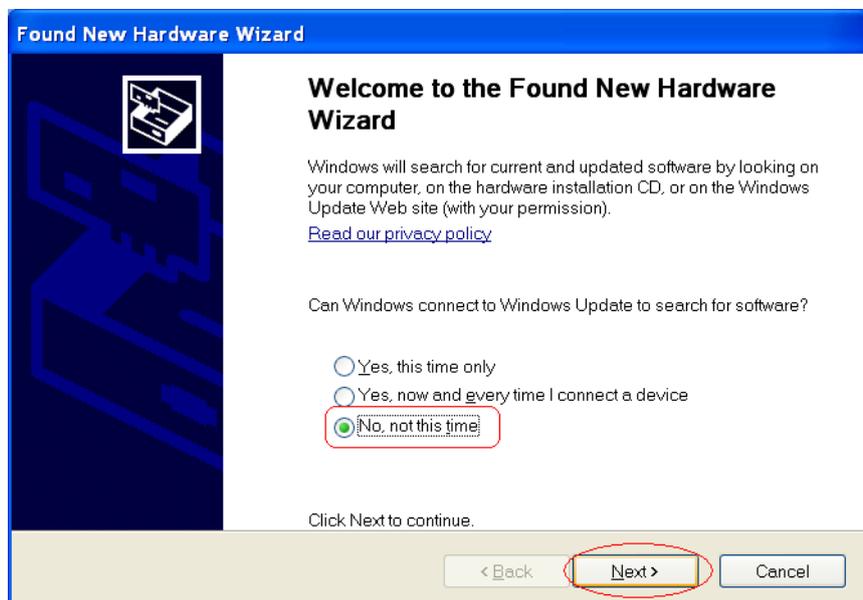


* Messages and step are different on other OS than Windows Vista.

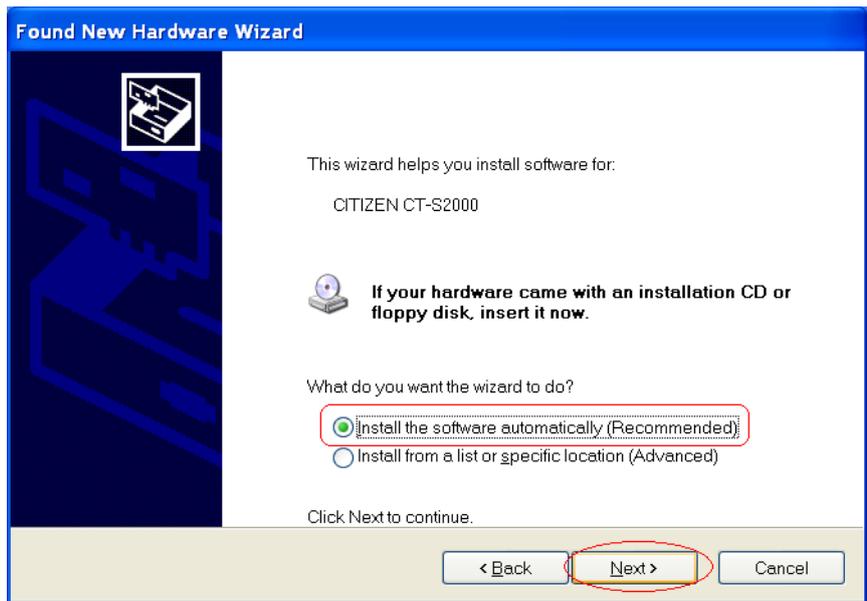
After connecting the printer and the PC, turn the printer ON.

If the driver does not have digital signature, the message in right picture show up.

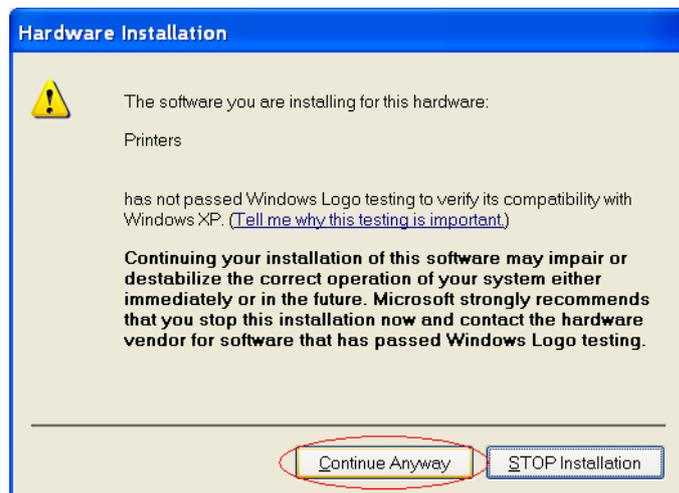
For the question about Windows Update, choose, "No, not this time" and press "Next".



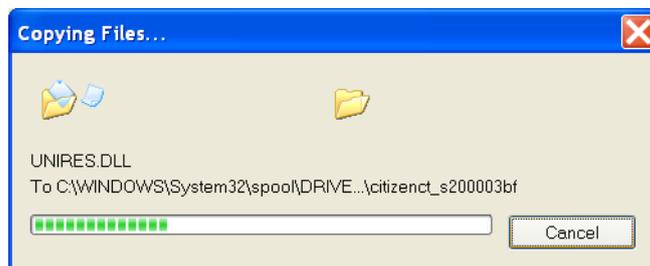
Choose "Install the software automatically (Recommended)" and press "Next".



If printer driver does not have digital signature, the message like shown right shows up. As our driver does not harm the PC, please choose "Continue Anyway".



Driver files are under being copied to system folder.



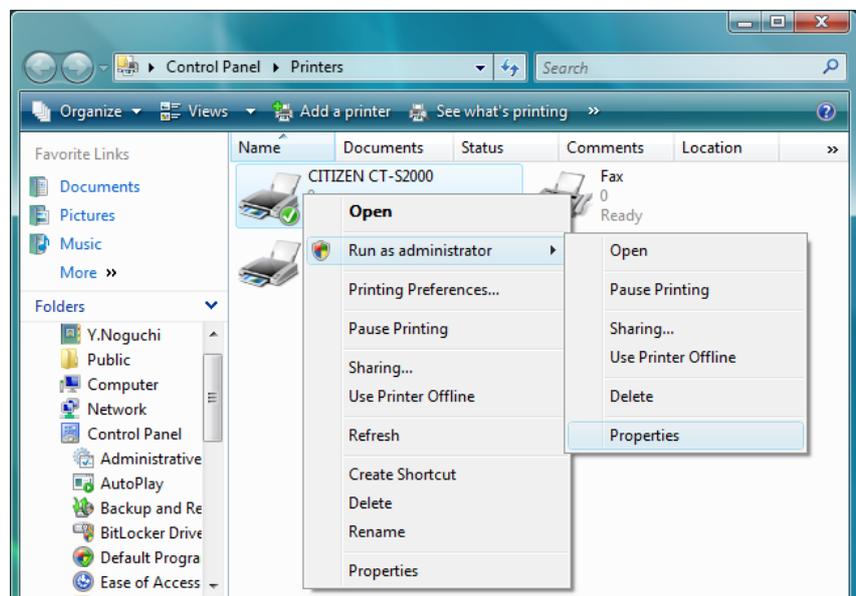
Driver installation is finished. Press "Finish".



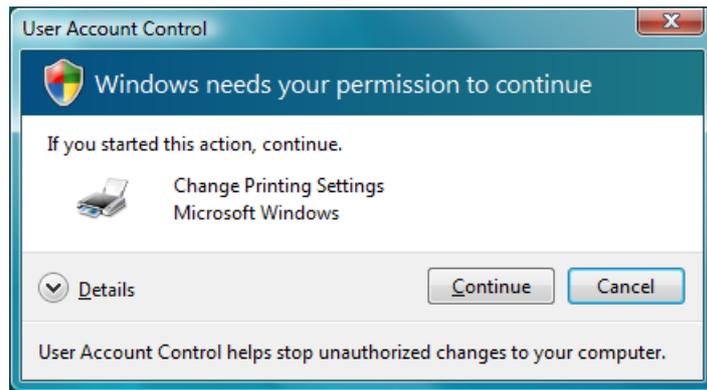
3.3 Serial Interface

If serial interface port (COM1, COM2....) is chosen for the interface to the printer, it is necessary to have same setting between printer side and PC serial port setting. Serial port setting for PC side is described here. For the printer side setting, please refer to DIP switch setting or memory switch setting in the User's manual of each model.

On Windows Vista,
right-click at printer icon
and choose "Run as
administrator" -->
"Properties" from the drop
down menu.

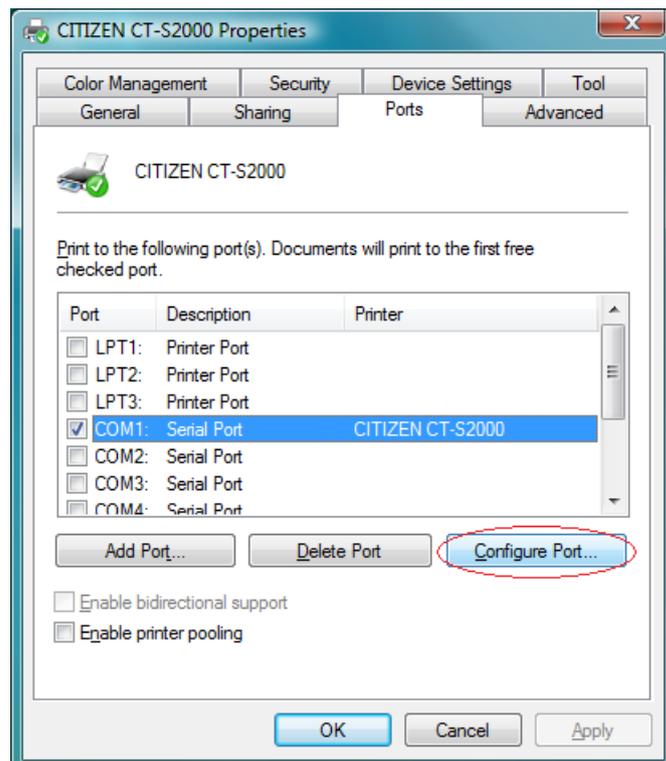


"User Account Control" is shown like right picture. Press "Continue".



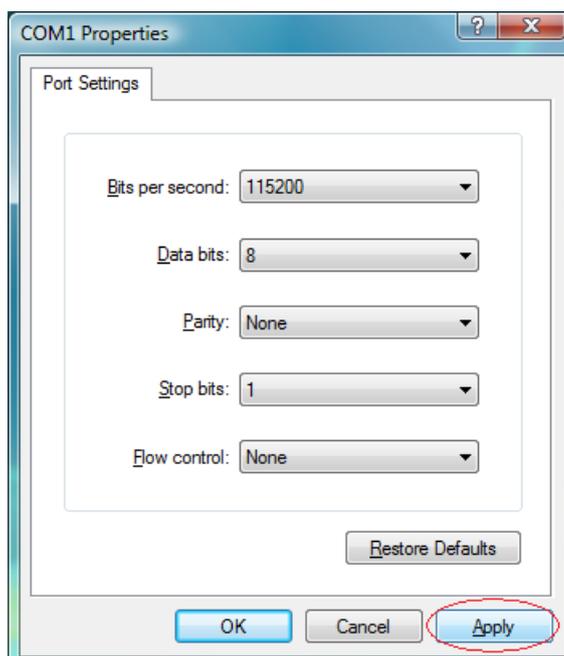
By choosing "Ports" tab on printer properties, the port for printer driver can be changed.

To change serial port setting, press "Configure Port"



Please change the setting according to the serial port condition of printer and press "Apply".

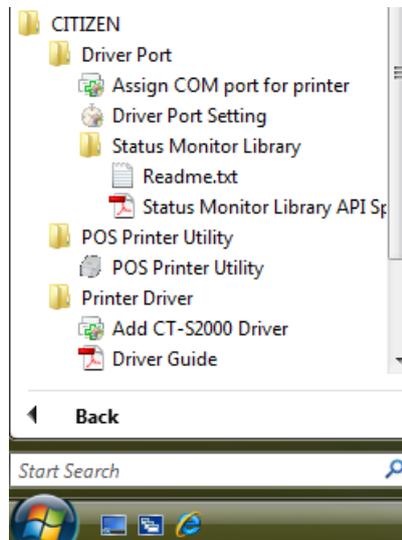
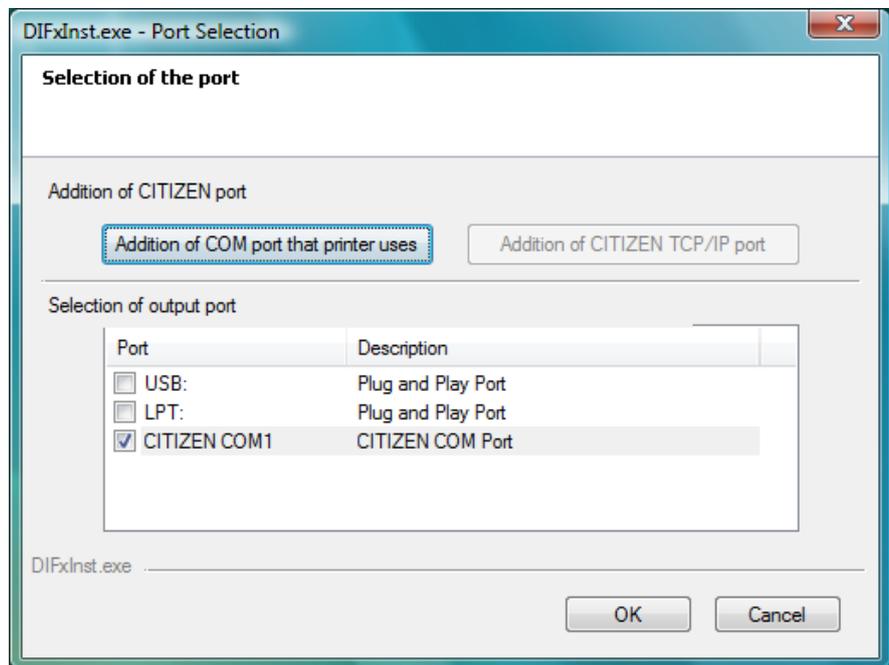
Serial port setting is done.



3.4 CITIZEN COM PORT

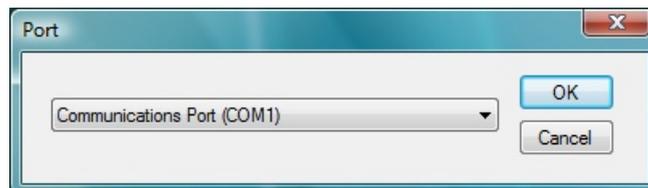
To use status function of the driver through serial interface, it is necessary to create CITIZEN COM port. It is possible to create CITIZEN COM Port by assigning existing serial port in following steps.

As shown in the right picture, press “Addition of COM port that printer uses” button or from the Stat menu, “CITIZEN” – “Driver Port” – “Assign COM port for printer”

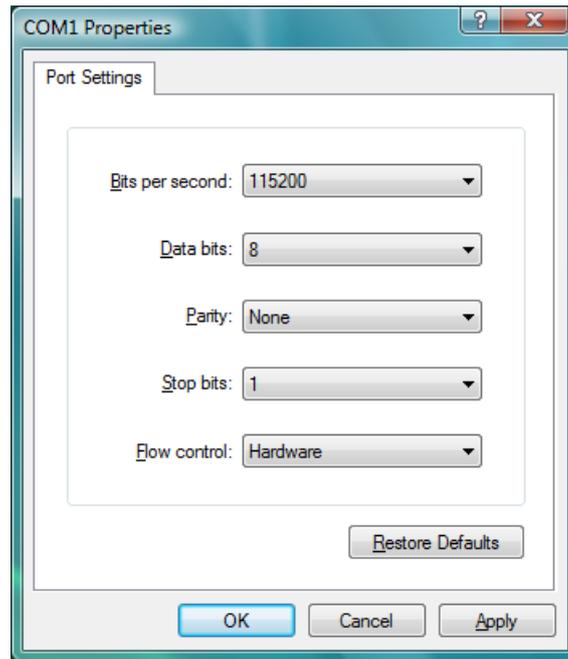


Choose the existing serial port to assign to CITIZEN COM port.

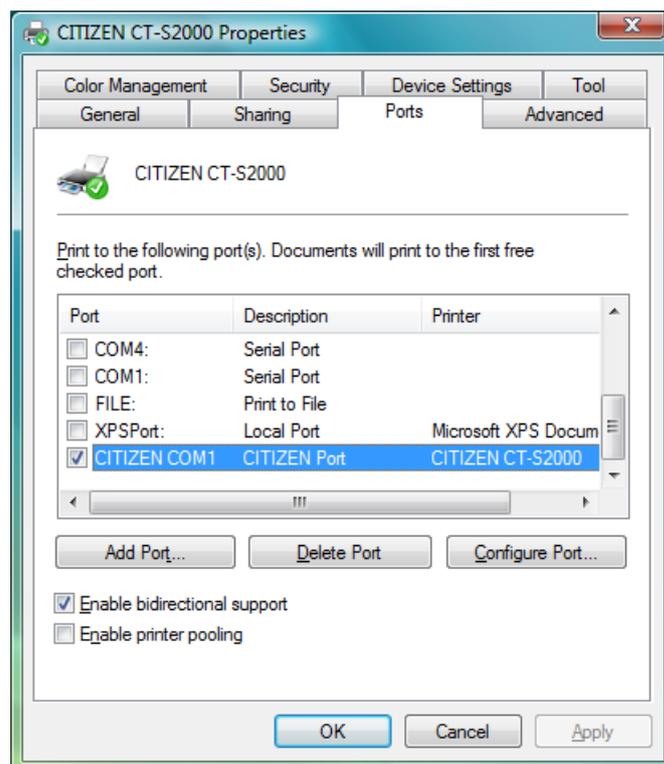
** Virtual COM port can be used same way as standard COM Port.



Set the details of port for serial communication condition accordingly and press "OK".



Port is created as per the right picture.



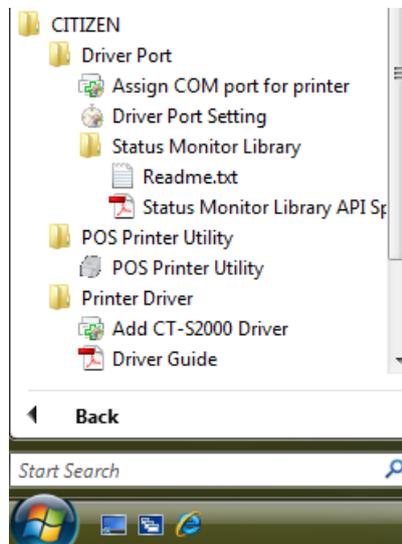
* If status function is used through normal serial port without choosing CITIZEN COM, there could be trouble of PC freeze by waiting for status data from printer for about 30 seconds.

3.5 Additional driver installation

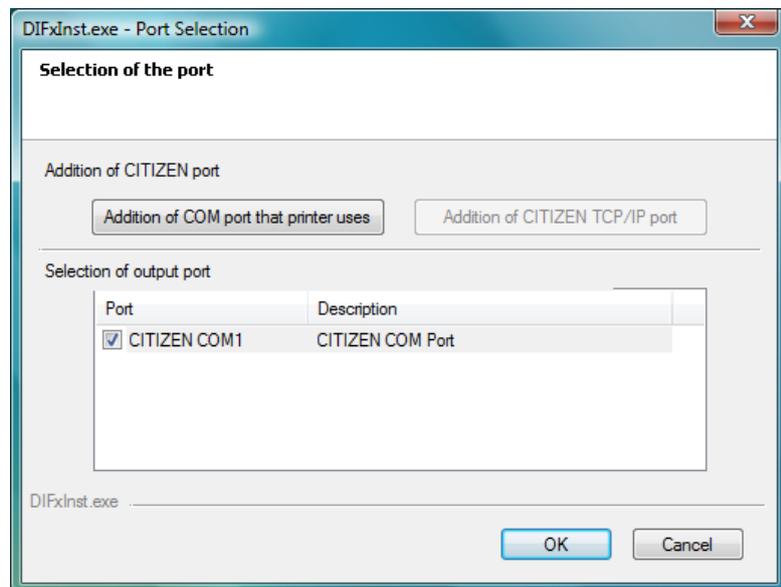
If you want to install additional driver to non-plug & play port such as serial interface, please follow the steps below.

As shown in the right picture, choose "CITIZEN" - "Printer Driver" - "Add CT-S2000"

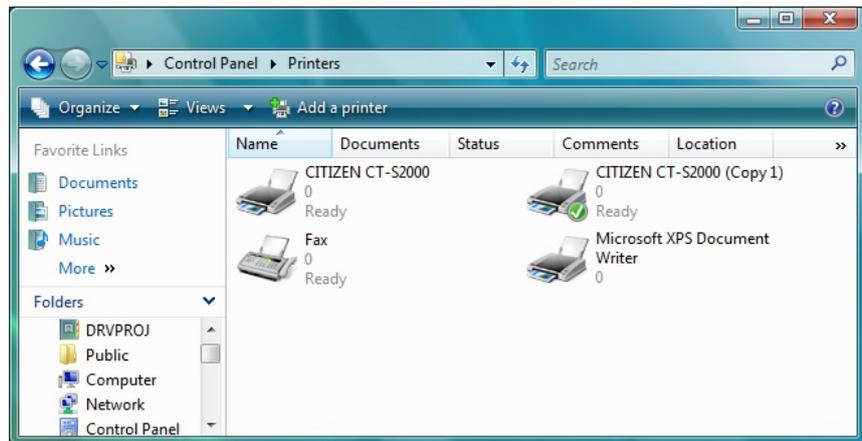
** This picture shows CT-S200- but the entire installed driver name will be shown here.



Choose interface that the printer is connected and press "OK".



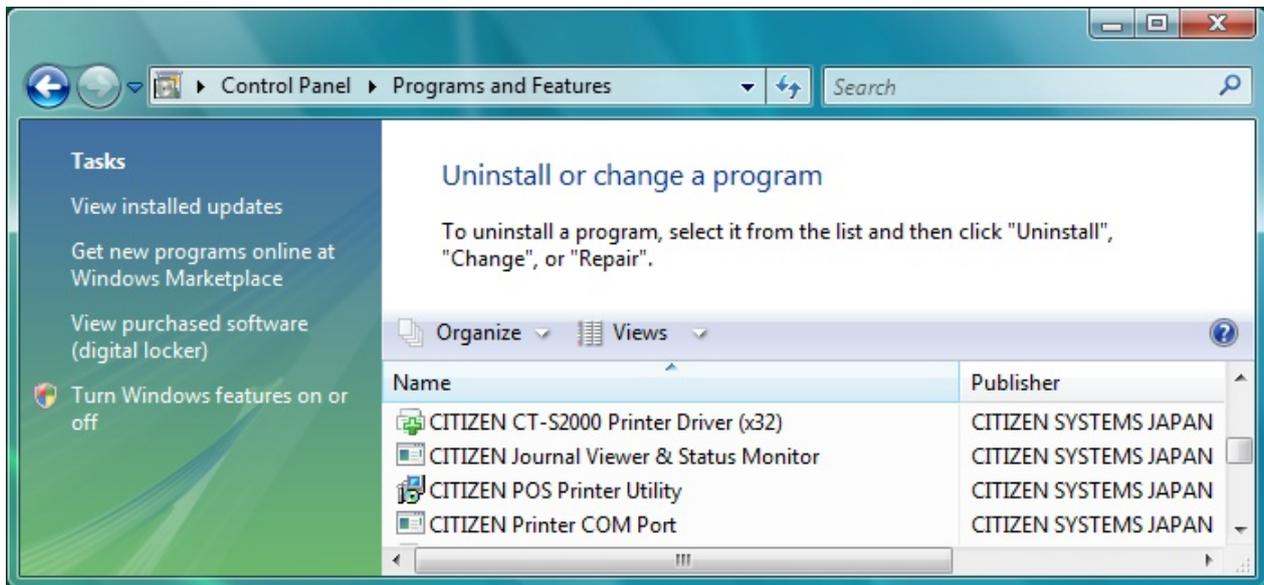
Additional printer driver is installed.



- * Once driver for the model is installed, additional driver installation to Plug & Play port can be done automatically just by connecting printer to the port.
- * Uninstalling whole drivers can be done as per the explanation in section “3.5 Uninstallation”.

3.6 Uninstallation

Uninstallation of driver and software can be done from "Control Panel" --> "Programs and Features" (The name may be "Add or Remove Programs" depending on OS.)



Choose "CITIZEN CT-S2000 Printer Driver (x32)" to uninstall CT-S2000 printer driver.

Choose "CITIZEN Journal Viewer" to uninstall journal viewer.

Choose "CITIZEN Printer COM Port" to uninstall CITIZEN COM port.

Choose "CITIZEN Journal Viewer & Status Monitor" to uninstall all other programs.

* If multiple CITIZEN drivers are installed, Journal Viewer and POS Printer Utility may be commonly used among those drivers. If you do not uninstall all printer drivers from the PC, do not uninstall the software.

*If only printer driver is uninstalled, and Software setup is executed, only printer driver is installed again and other installed programs will not be installed again.

3.7 Remarks for installation and uninstallation

*The serial port settings on both the printer and PC need to match. If the setting does not match, it may cause no printing, garbage characters printing and so on.

*If the driver uses COM port, other application to use same COM port may not work. In this case, you may be able to avoid the trouble by changing the COM port of the printer driver tentatively to other port.

* Once a USB port is used for driver installation, please do not use other USB port. If other USB port is used, it may not be possible to print correctly. If it happens, it may be necessary to uninstall the driver and install the driver again.

*If POS Printer Utility is used right after driver installation through Plug & Play port, it may cause communication failure. If it happens, reboot PC to have stable communication.

* When you try to install the driver, if the driver for same model already exist on the same PC, please uninstall the existing driver first and then run Setup software. To uninstall the driver, please follow the instruction depending on the installation type. If the installation is done by Setup software, uninstallation should be done as mentioned in former section 3.4. If the driver installation is done by manually, uninstallation should be done manually. The installation manual for manual installation explained for that. And the document is supplied separately.

