

Windows Driver Installation Guide

Manual Installation Version

(Windows 2000 or later)

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Index

Index.....	2
Revision history	3
1. Operating systems	5
2. Supported interfaces.....	5
3. Install and uninstall the driver.....	6
3.1 Driver installation.....	6
3.1.1 Parallel interface and USB interface (Printer class).....	6
3.1.2 Serial interface.....	12
3.2 Installation of other software	21
3.2.1 Installation of Journal Viewer	21
3.2.2 Installation of POS Printer Utility	23
3.3 Uninstallation.....	25
3.3.1 Printer driver uninstallation.....	25

Revision history

Date	Version	Details
09/06/25	V2.00	

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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

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 interfaces

Supported interfaces are as follows.

Serial

Parallel

USB

USB Virtual COM

Caution

USB Virtual com driver

If you use CT-S2000/310 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.

Followings are the steps to install and uninstall the driver manually.

Please prepare for the driver files of manual installation type in advance.

Besides the driver, please use installer for Journal viewer and POS Printer Utility. Please refer to section "3.2 Installation of other software" for the installation steps.

3.1 Driver installation

Depending on the interface, installation steps are slightly different.

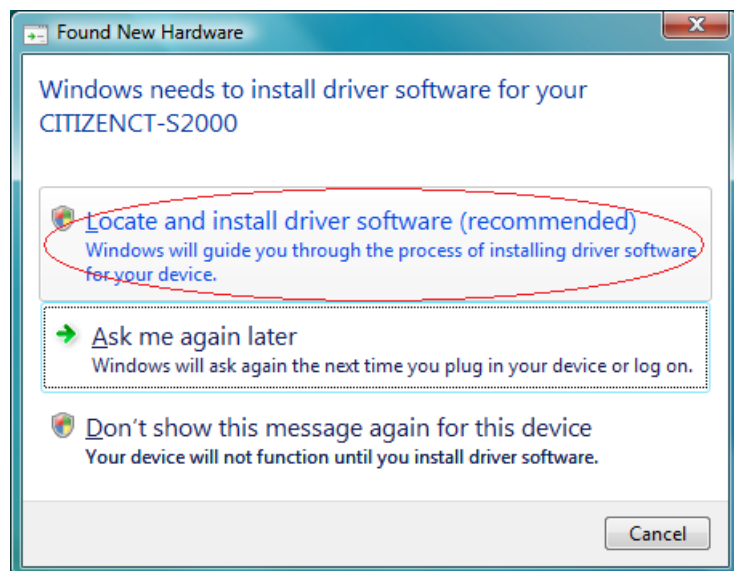
3.1.1 Parallel interface and USB interface (Printer class)

<Windows Vista>

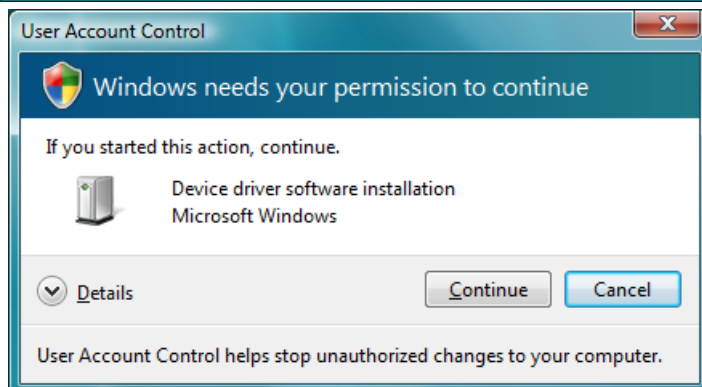
Turn the printer OFF.

Connect the printer to the PC and turn the printer ON.

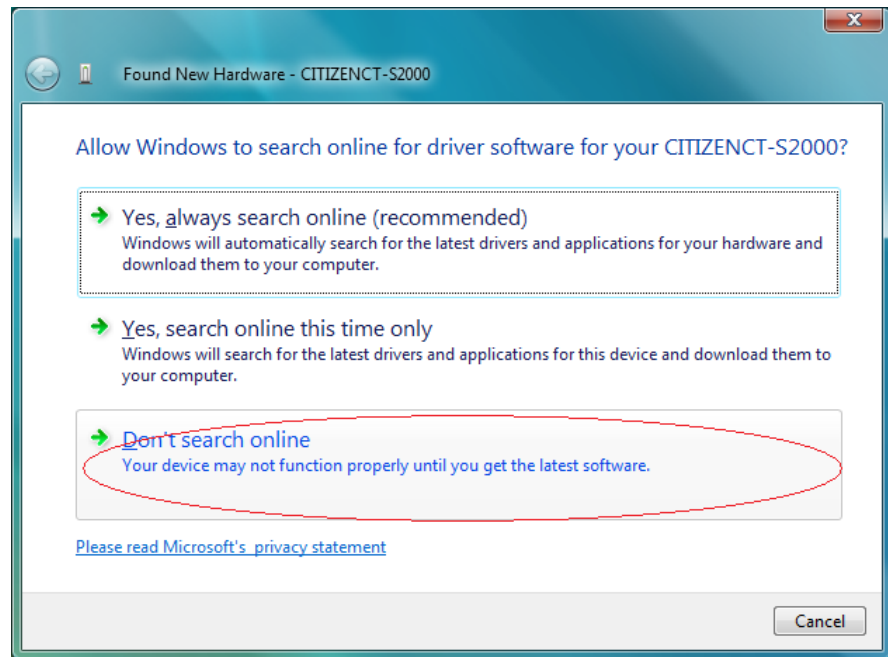
"Found New Hardware" dialogue comes up like the right picture. Choose "Locate and install driver software".



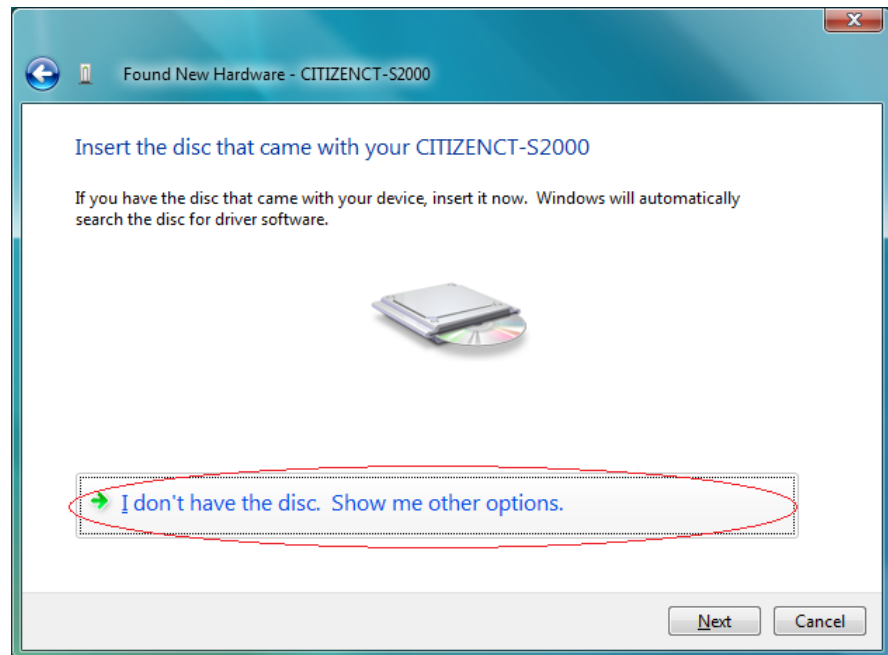
"User Account Control" dialogue shows up like a right picture. Please press "Continue".



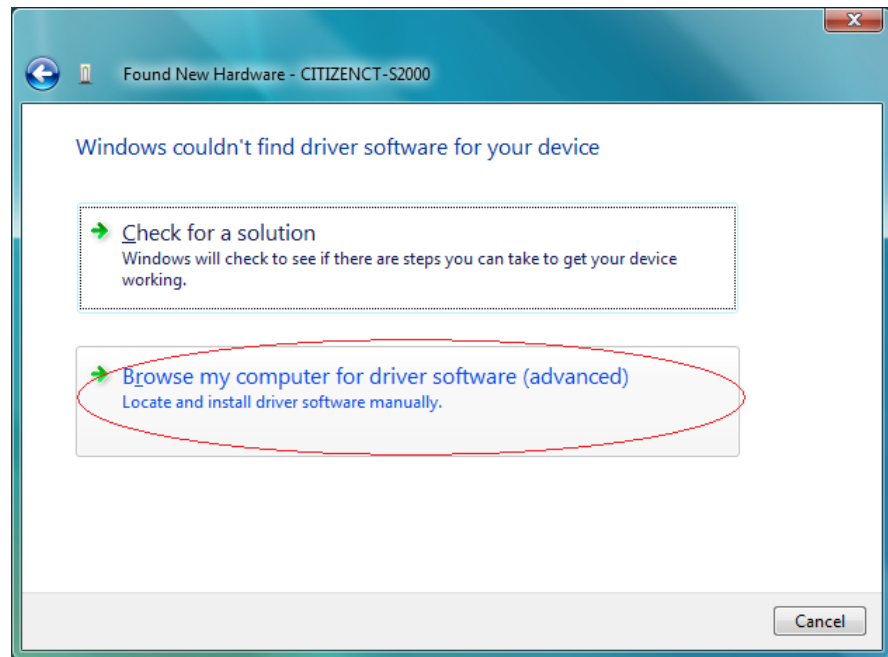
Choose "Don't search online".



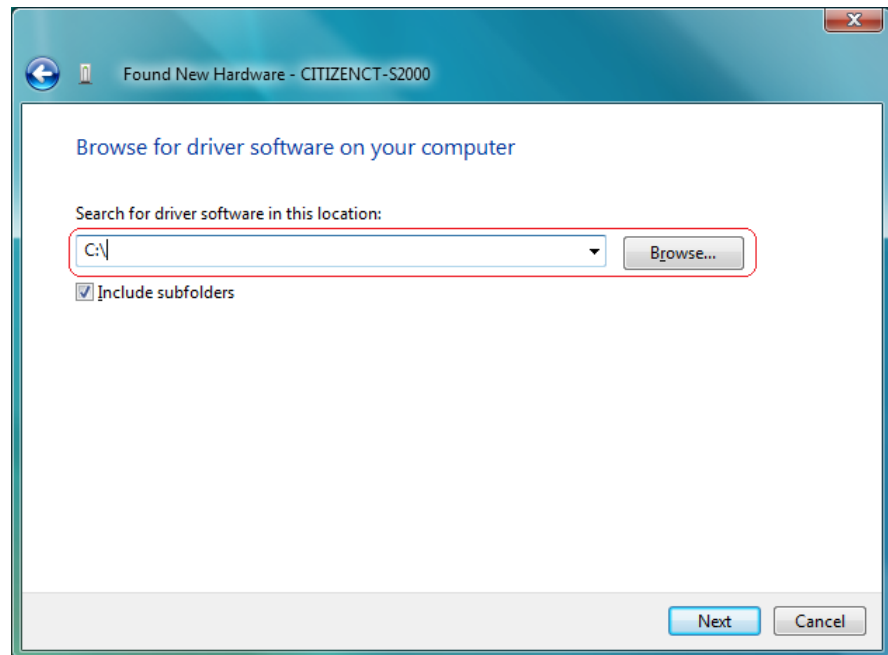
Choose "I don't have the disc. Show me other options".



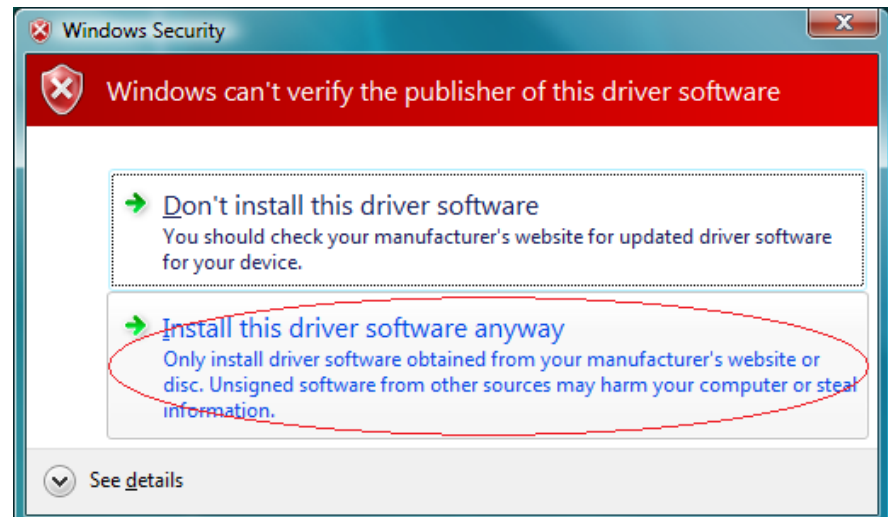
Choose "Browse my computer for driver software".



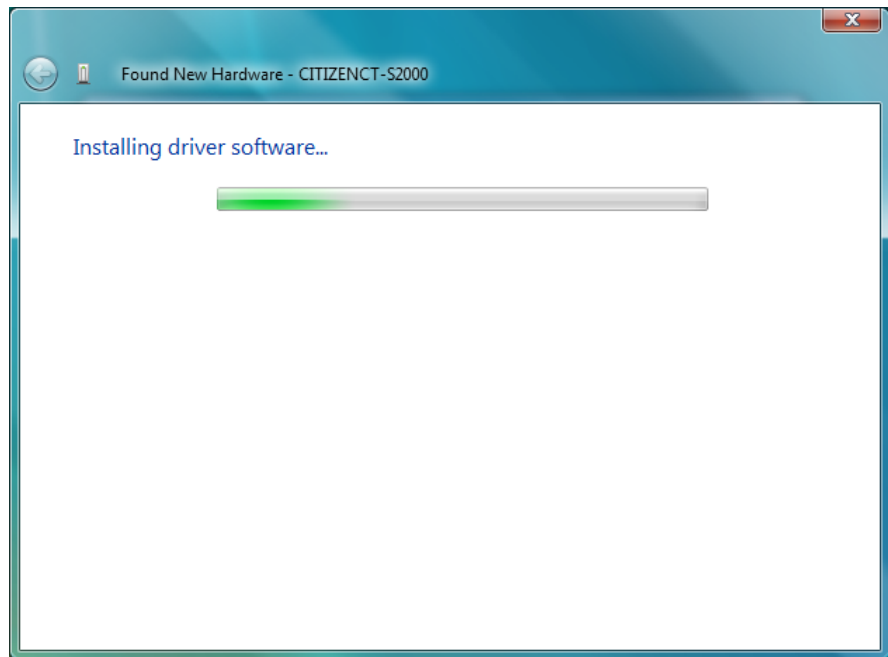
Press "Browse" and specify the fold that driver files are stored.



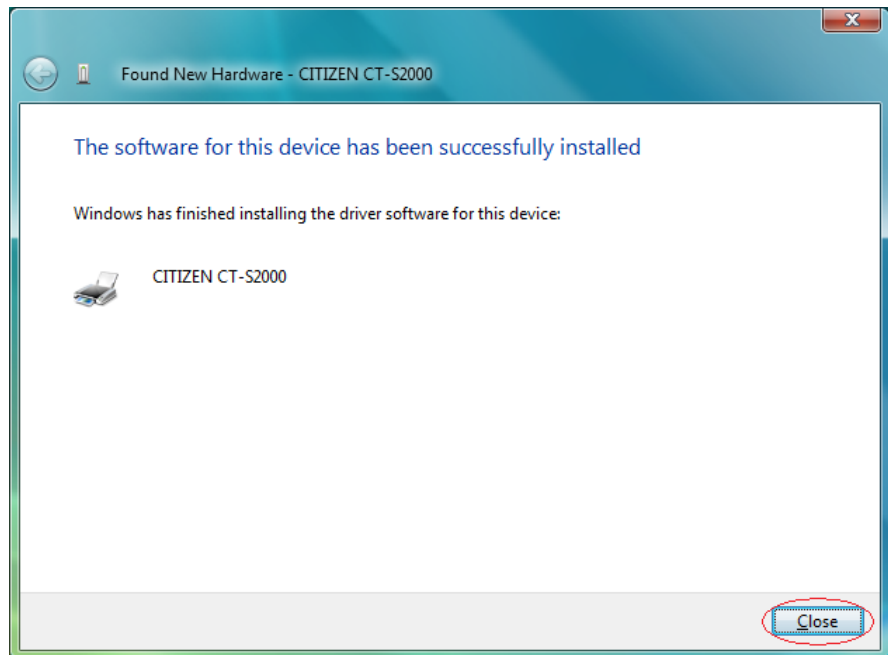
If printer driver does not have digital signature, the message like shown right shows up. As our driver does not harm the PC, please choose "Install this driver software anyway".



Driver files are under installation.



Printer driver installation is finished.



<Windows OS other than Windows Vista>

This explanation uses Window XP for example.

Window Server 2003 and Window 2000 are almost same.

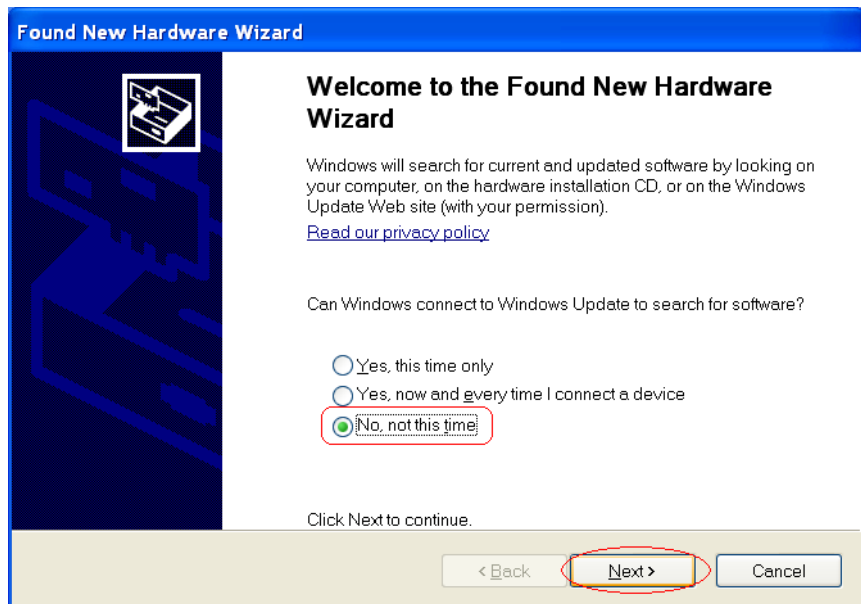
Turn the printer OFF

Connect the printer to the PC.

Turn the printer ON.

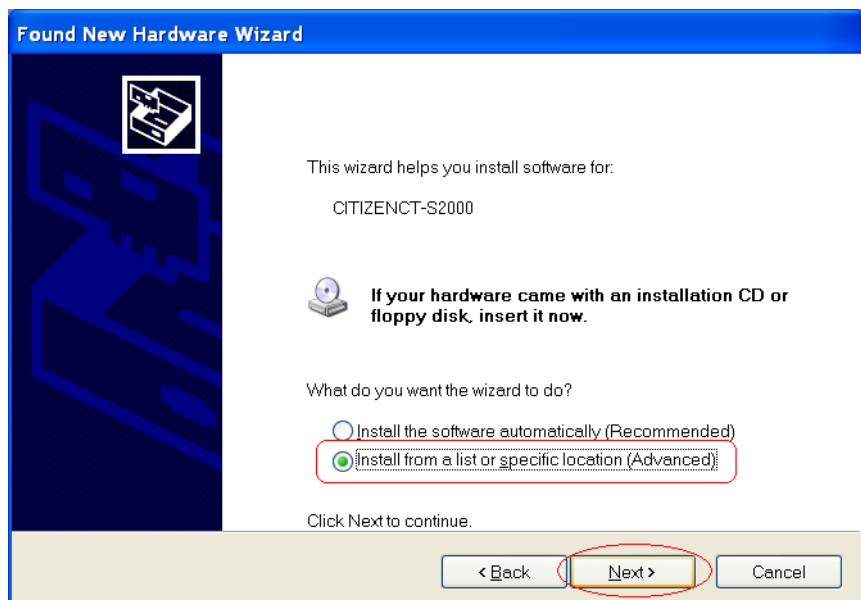
Then choose "No, not this time".

Press "Next".



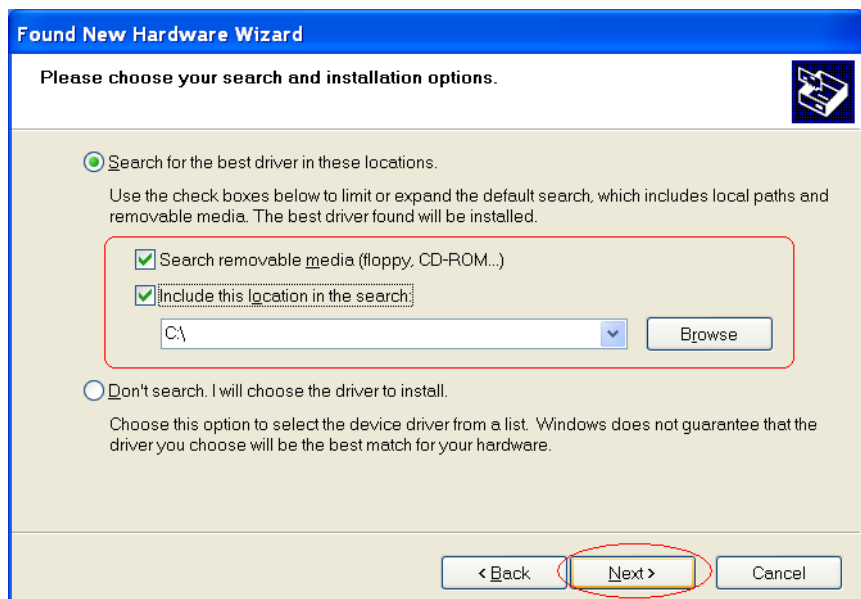
Choose "Install from a list or specific location".

Press "Next".

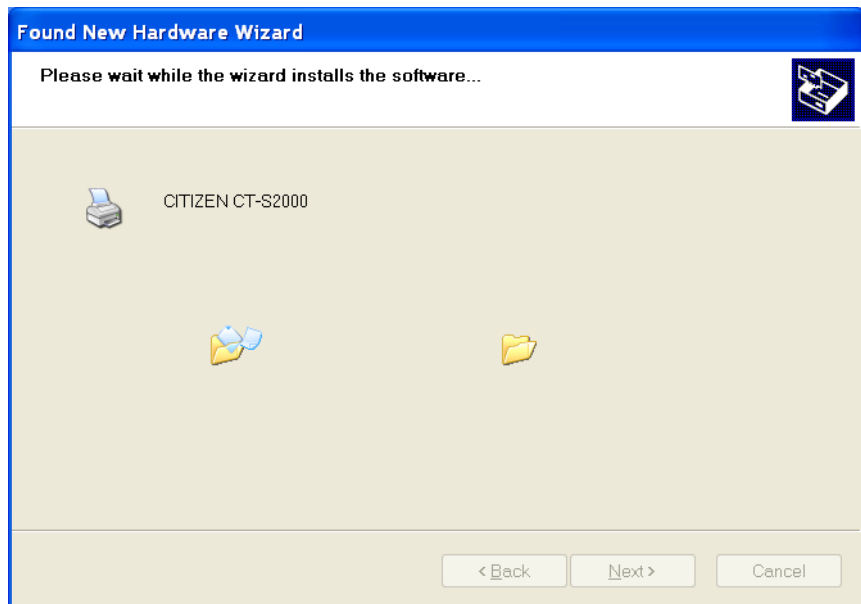


Press "Browse" and specify the folder that driver files are stored.

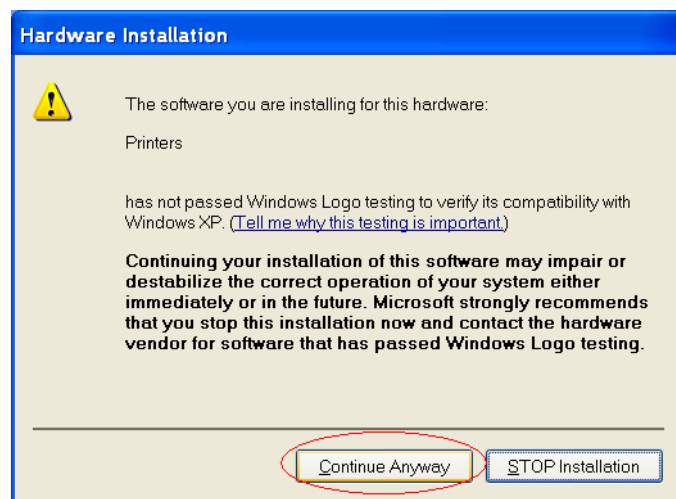
Press "Next".



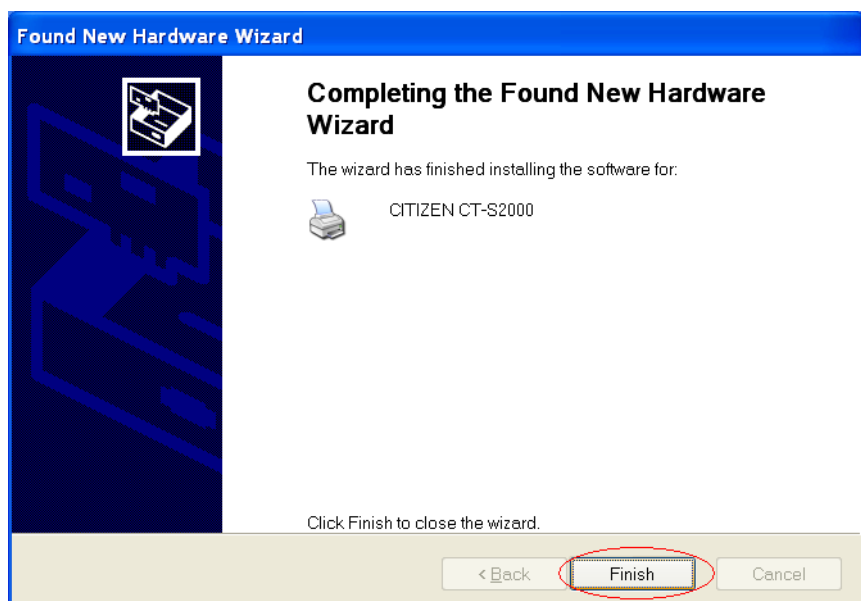
Printer driver installation starts



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".



Installation is finished.



3.1.2 Serial interface

Here are the installation steps for serial interface printer.

Driver Installation for Virtual COM port USB interface is same but install the virtual COM port driver prior to the printer driver installation.

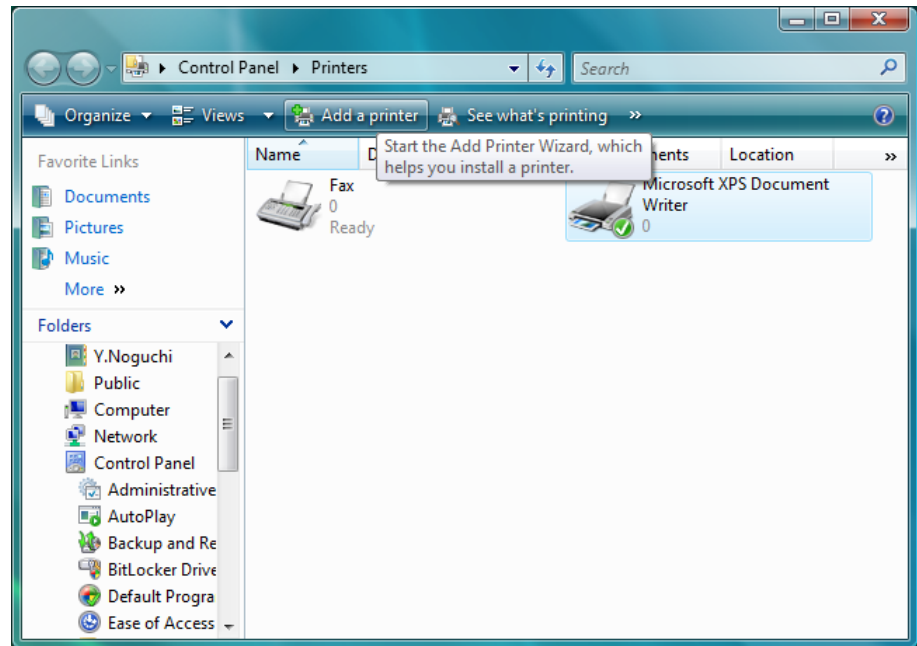
<Windows Vista>

From menu

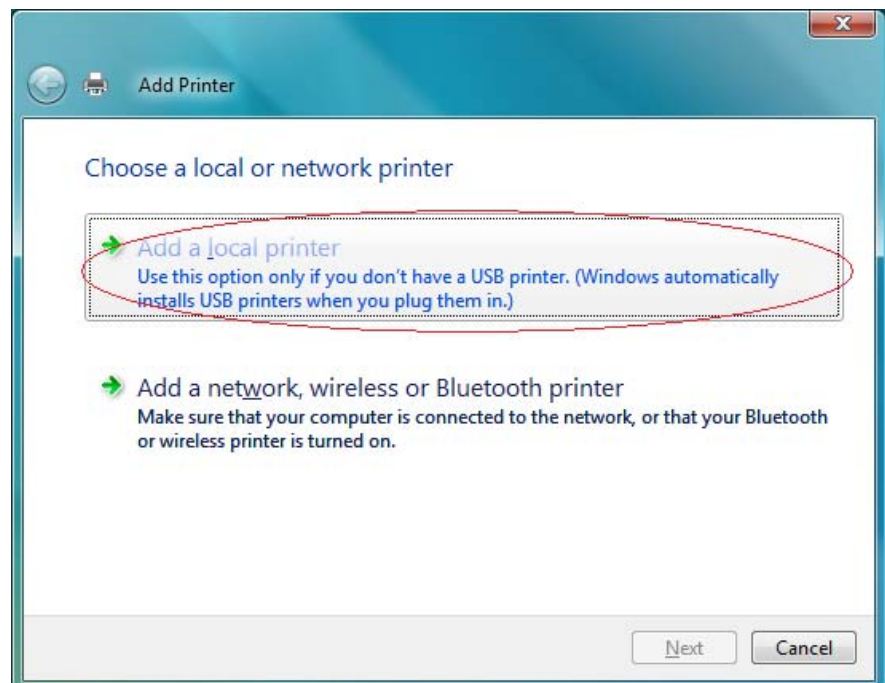
"Control Panel" -->

"Printers"

And choose "Add a printer".

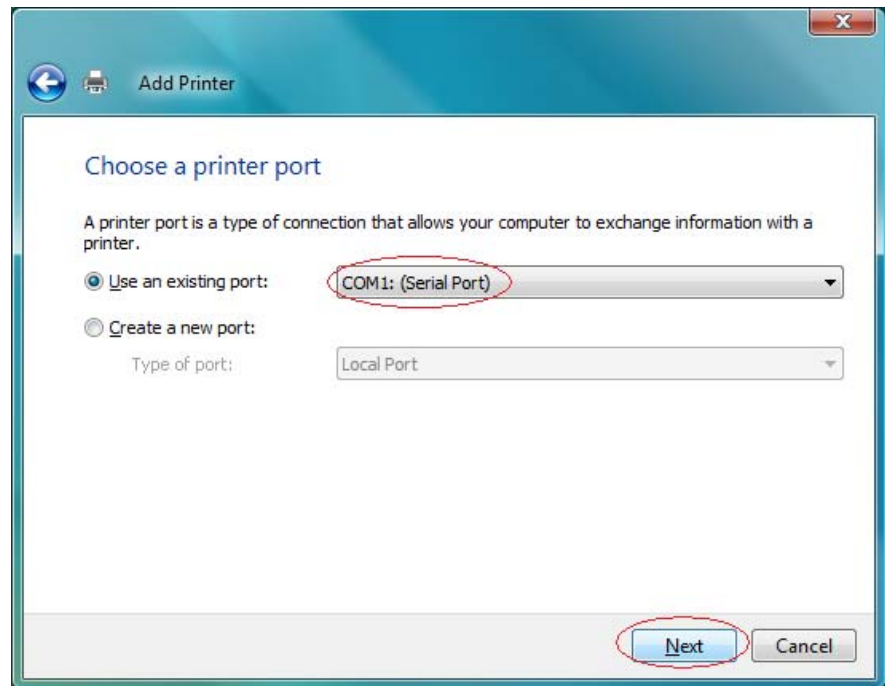


Choose "Add a local printer".

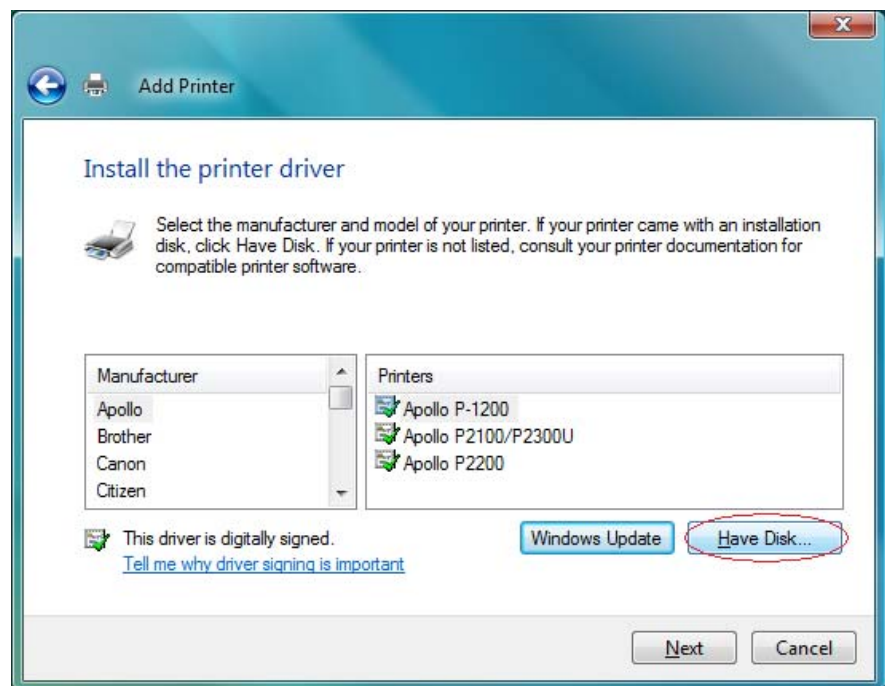


Choose the COM port to connect the printer.

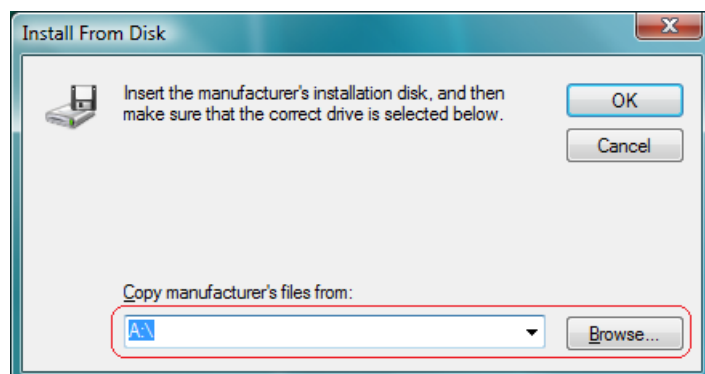
Press "Next".



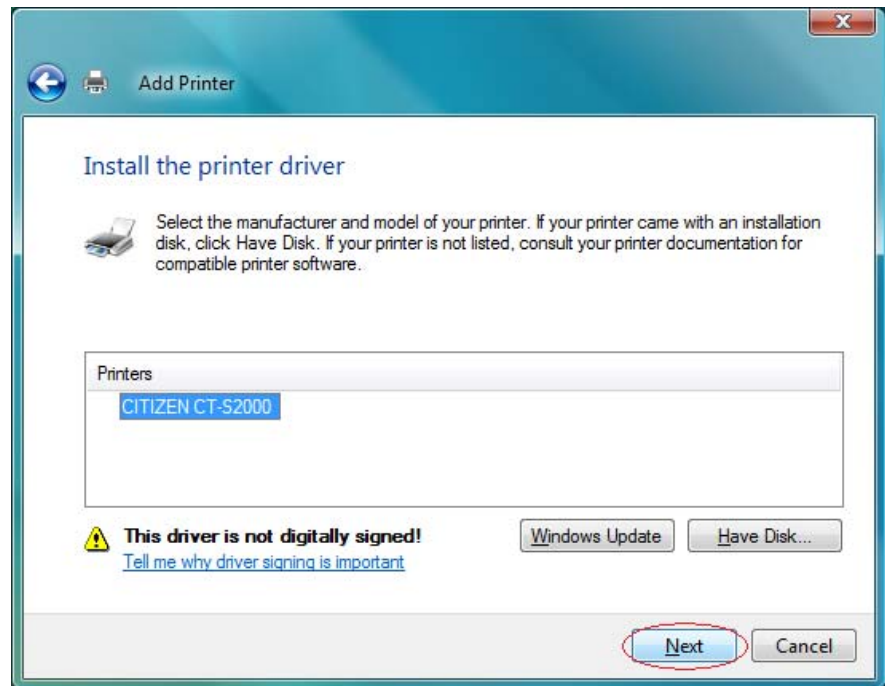
Choose "Have Disk".



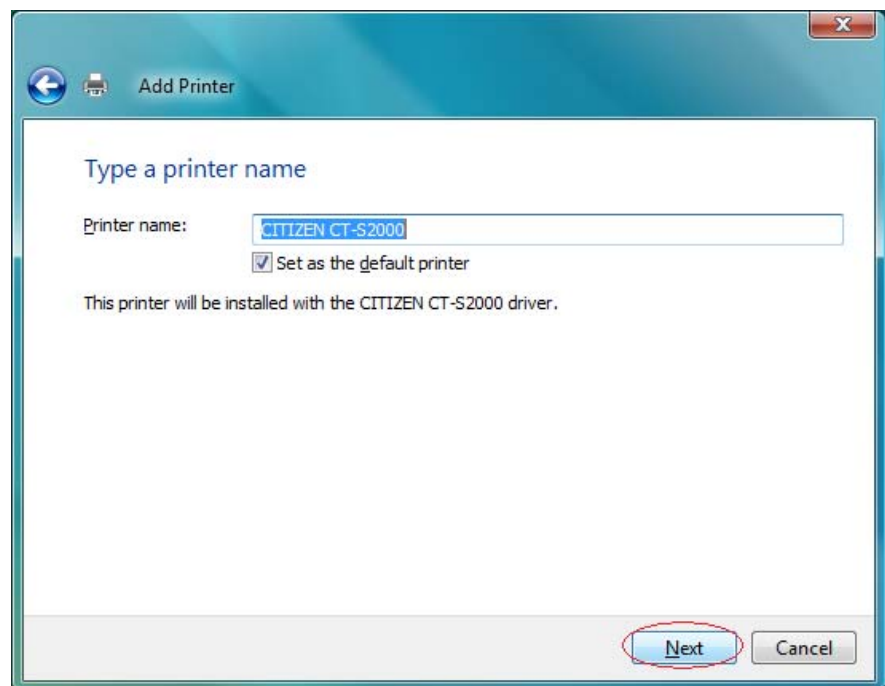
Specify the folder that driver files are stored., and press "OK".



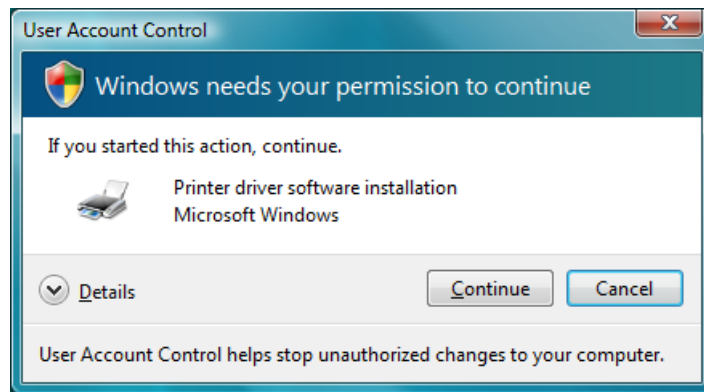
Press "Next".



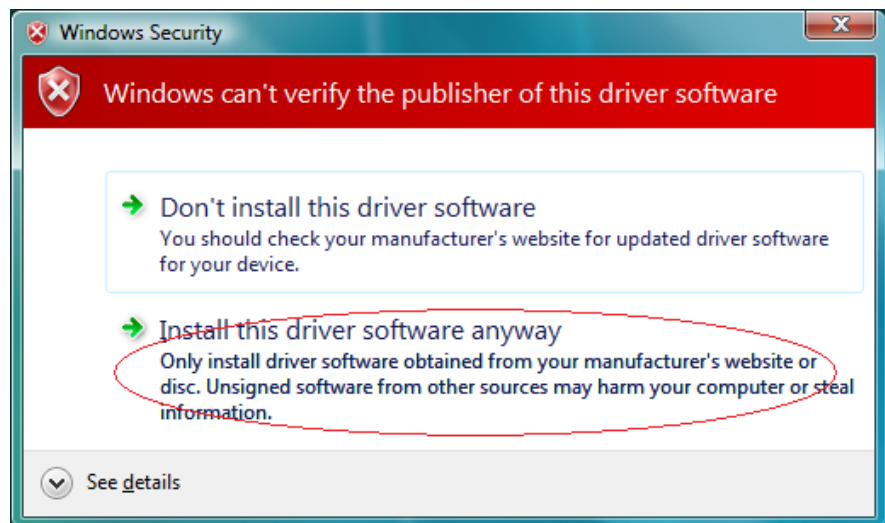
Press "Next".



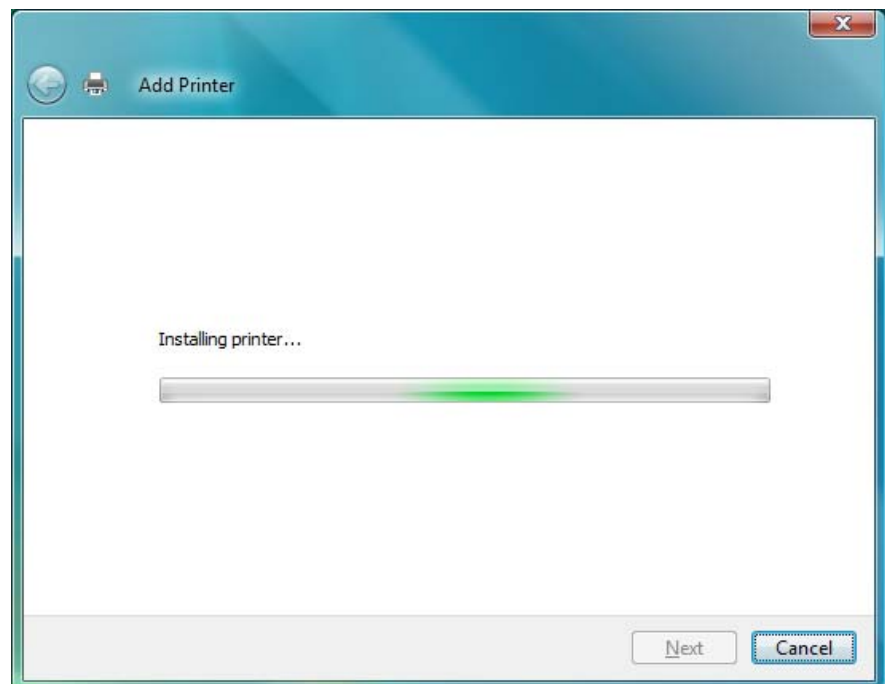
"User Account Control" dialogue shows up like a right picture. Please press "Continue".



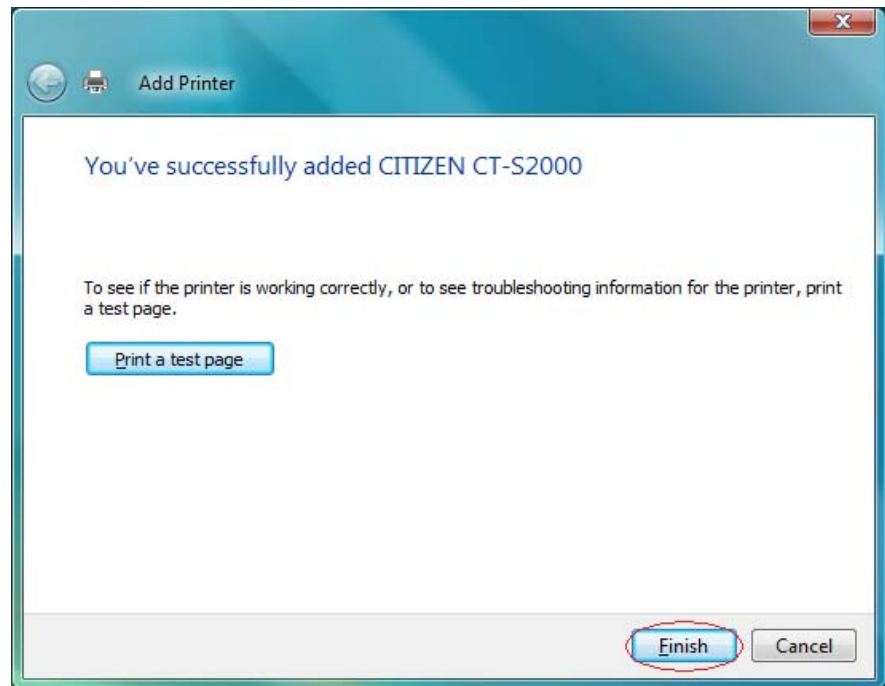
If printer driver does not have digital signature, the message like shown right shows up. As our driver does not harm the PC, please choose "Install this driver software anyway".



Printer driver is under installation.



Printer driver installation is completed. Press "Finish".

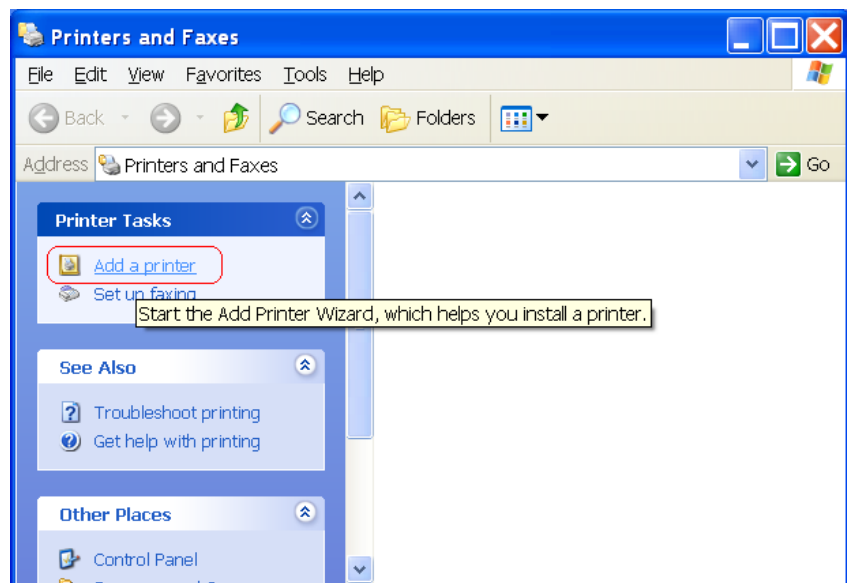


< Windows OS other than Vista >

This explanation uses Window XP for example.

Window Server 2003 and Window 2000 are almost same.

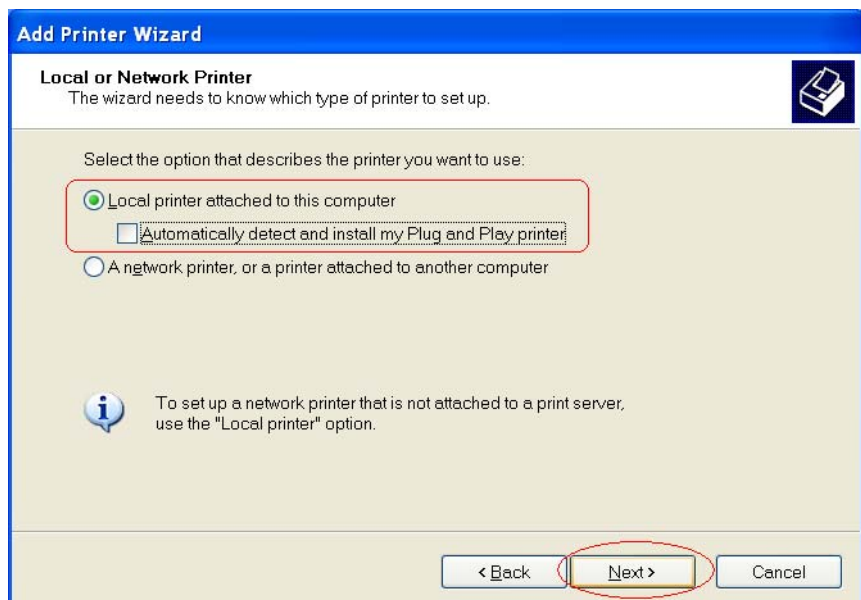
From menu "Control Panel"-->"Printers and Faxes" and click "Add a printer".



Press "Next".



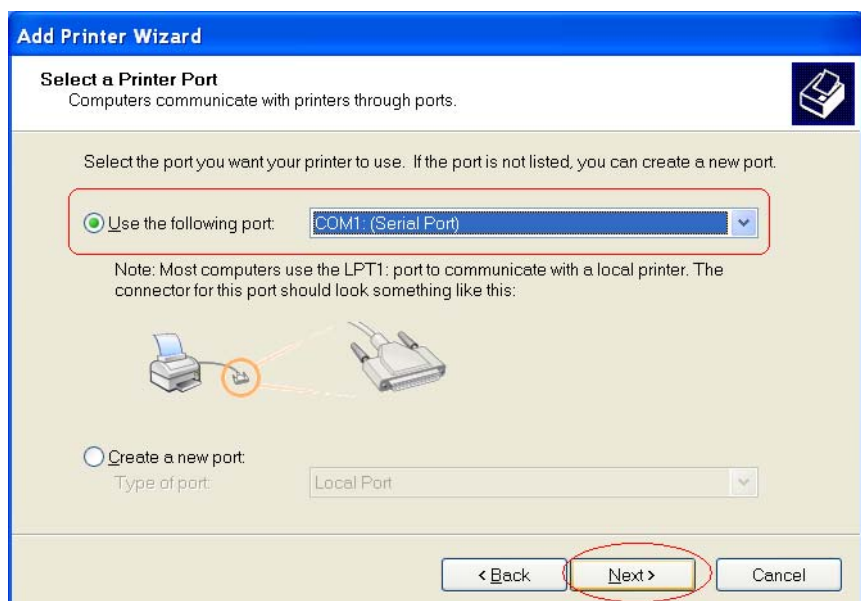
Remove check mark from "Automatically detect and install my Plug and Play printer" and choose "Local printer attached to this computer".



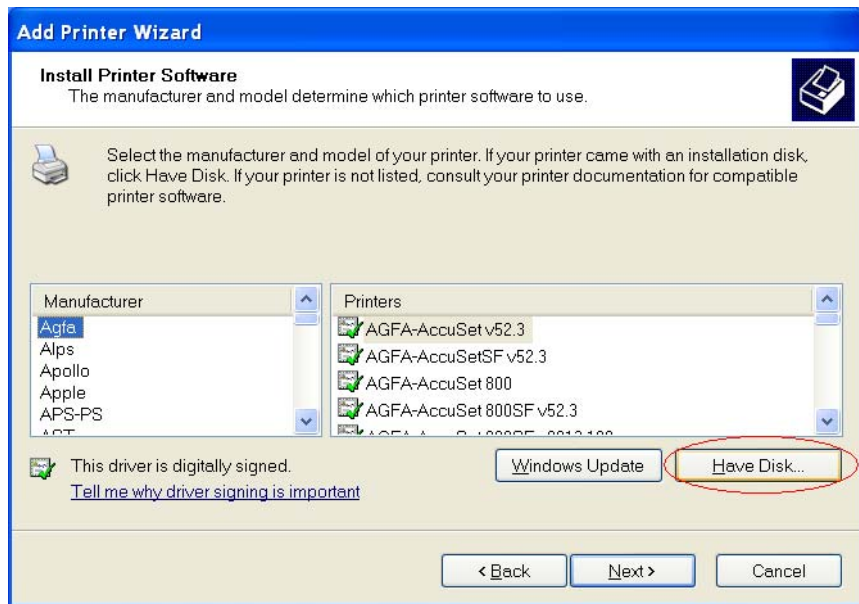
Press "Next".

Choose the port that the printer is connected.

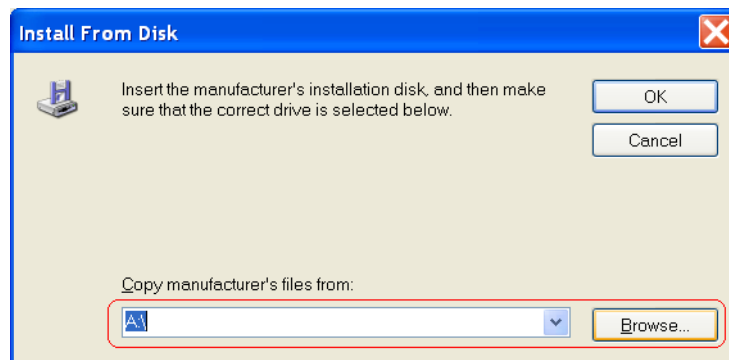
Press "Next".



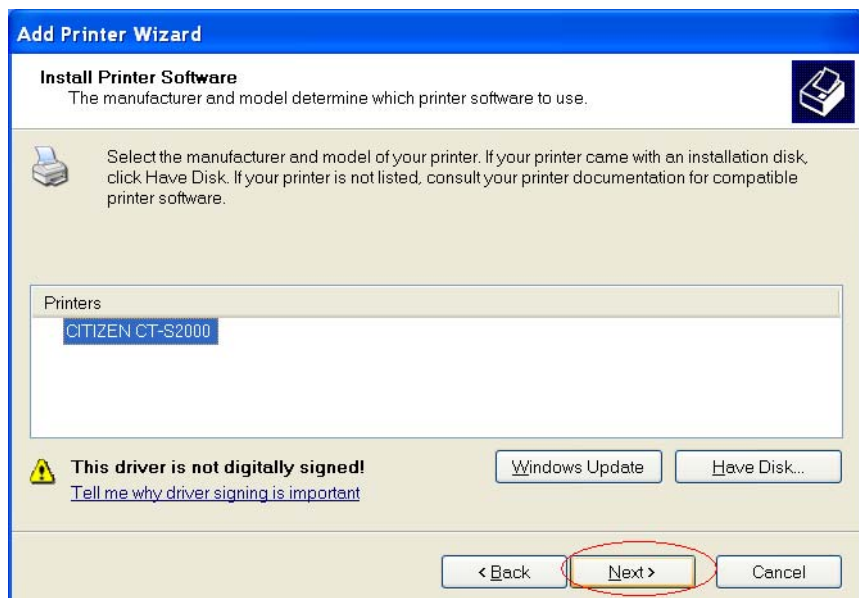
Press "Have Disk".



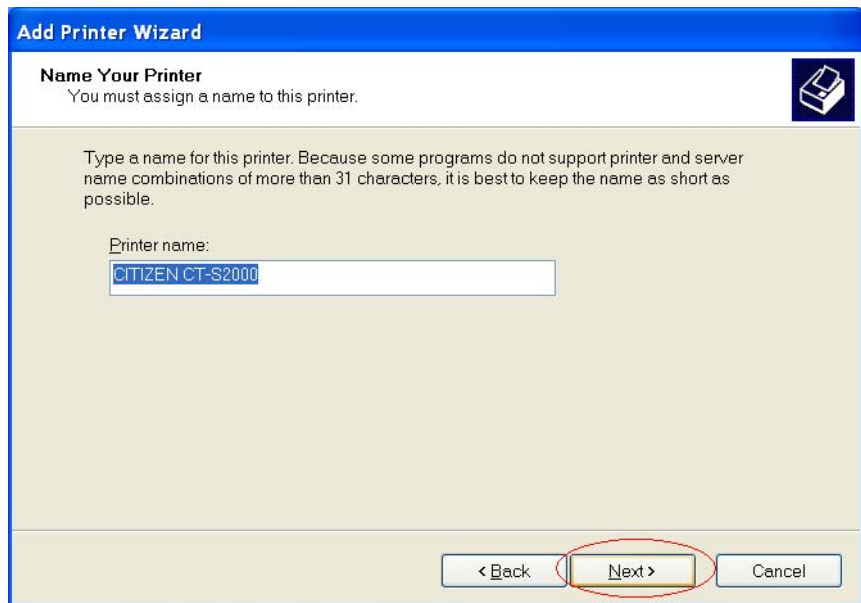
Specify the folder that driver files are stored., and press "OK".



Press "Next".



Press "Next".



Add Printer Wizard

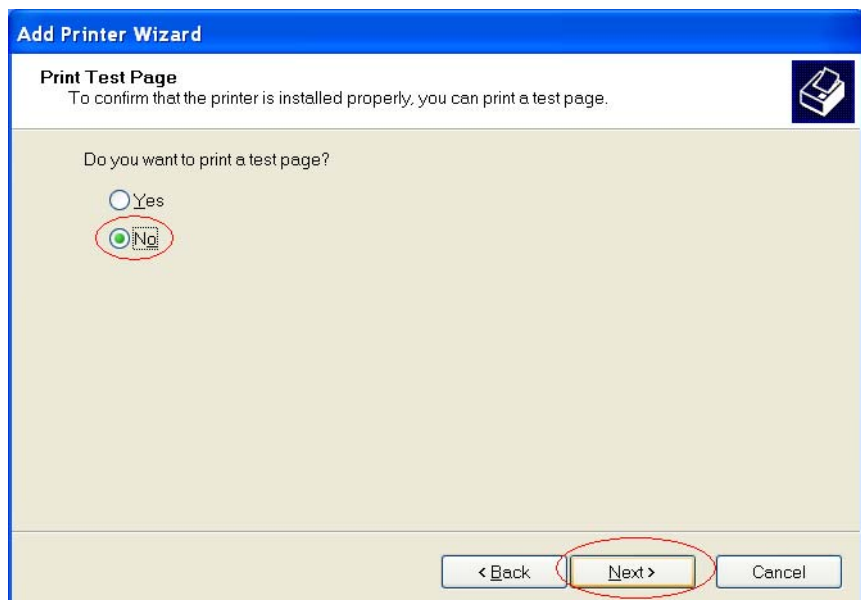
Name Your Printer
You must assign a name to this printer.

Type a name for this printer. Because some programs do not support printer and server name combinations of more than 31 characters, it is best to keep the name as short as possible.

Printer name:

< Back **Next >** Cancel

Choose "no" and press "Next".



Add Printer Wizard

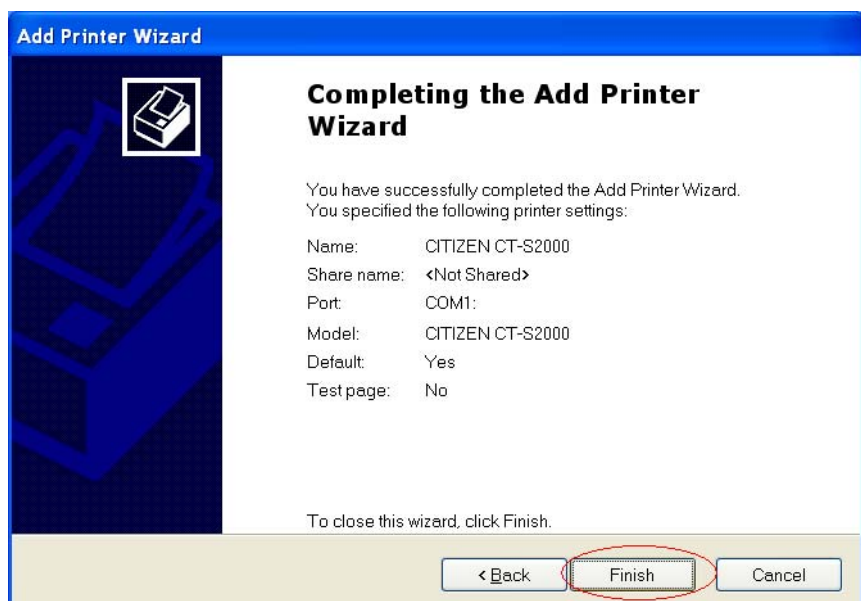
Print Test Page
To confirm that the printer is installed properly, you can print a test page.

Do you want to print a test page?

☐ Yes
☒ **No**

< Back **Next >** Cancel

Press "Finish".



Add Printer Wizard

Completing the Add Printer Wizard

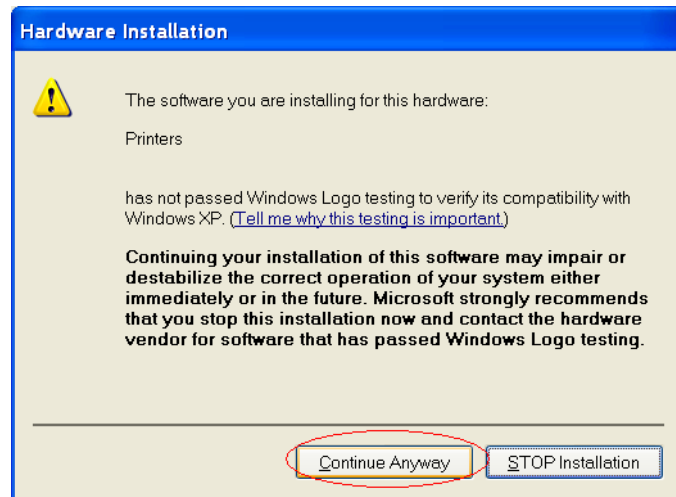
You have successfully completed the Add Printer Wizard.
You specified the following printer settings:

Name:	CITIZEN CT-S2000
Share name:	<Not Shared>
Port:	COM1:
Model:	CITIZEN CT-S2000
Default:	Yes
Test page:	No

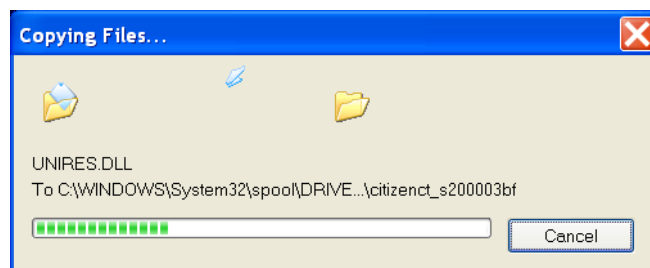
To close this wizard, click Finish.

< Back **Finish** Cancel

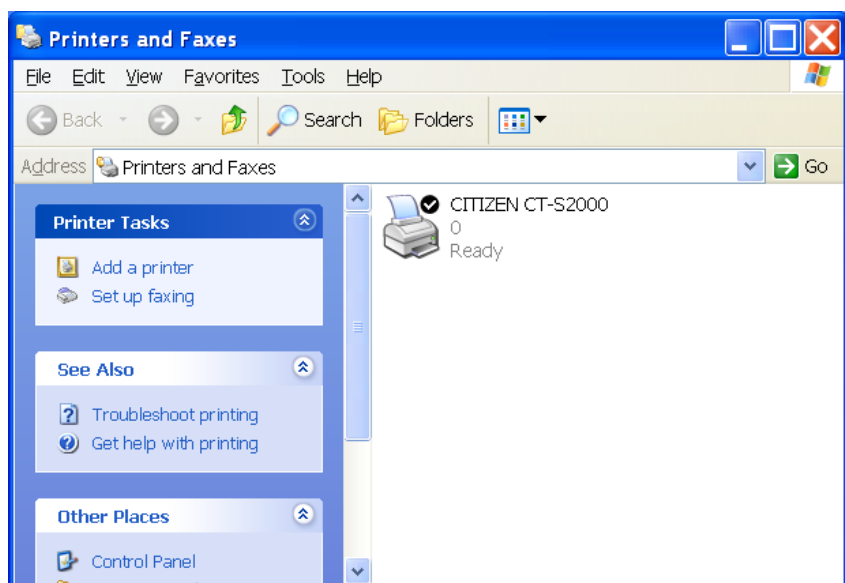
If printer driver does not have digital signature, the message like shown right shows up. As our driver does not harm the PC, please choose "Install this driver software anyway".



Printer driver is under installation.



When installation is finished, make sure that printer is added in "Printers and Faxes".



* It is necessary to have same serial port setting between printer side and PC serial port. Serial port setting for PC side is described in section 3.1.2. For the printer side setting, please refer to DIP switch setting or memory switch setting in the User's manual of each model.

3.2 Installation of other software

Here is the explanation for the steps to install the software, Journal Viewer and POS Printer Utility. Installer file is prepared for these software.

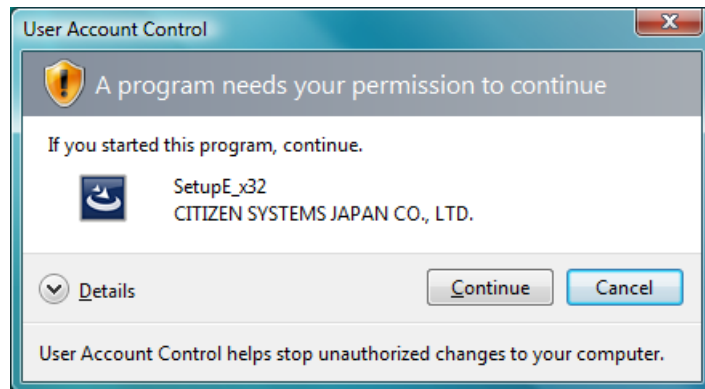
3.2.1 Installation of Journal Viewer

Prepare for the file for Journal Viewer installation.

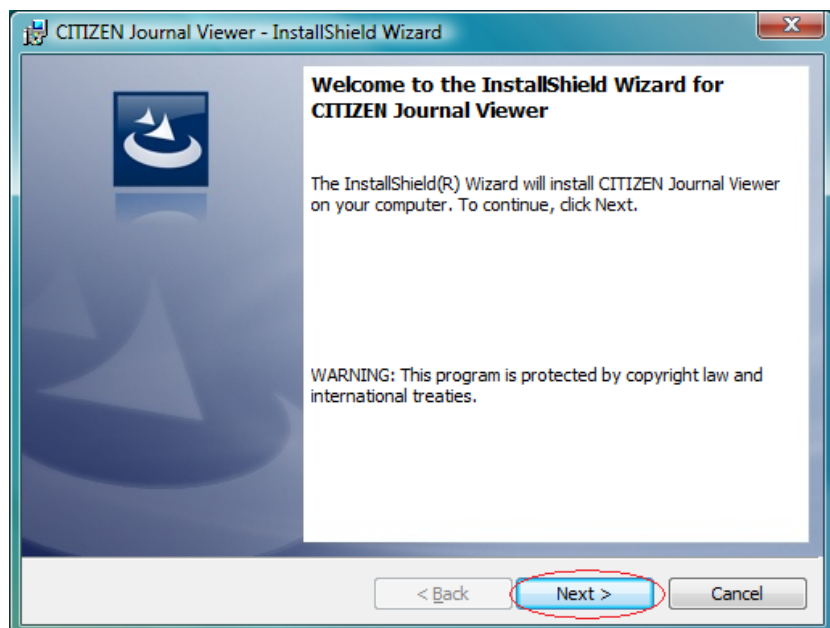
Run the installer

SetupJ_x32.exe.

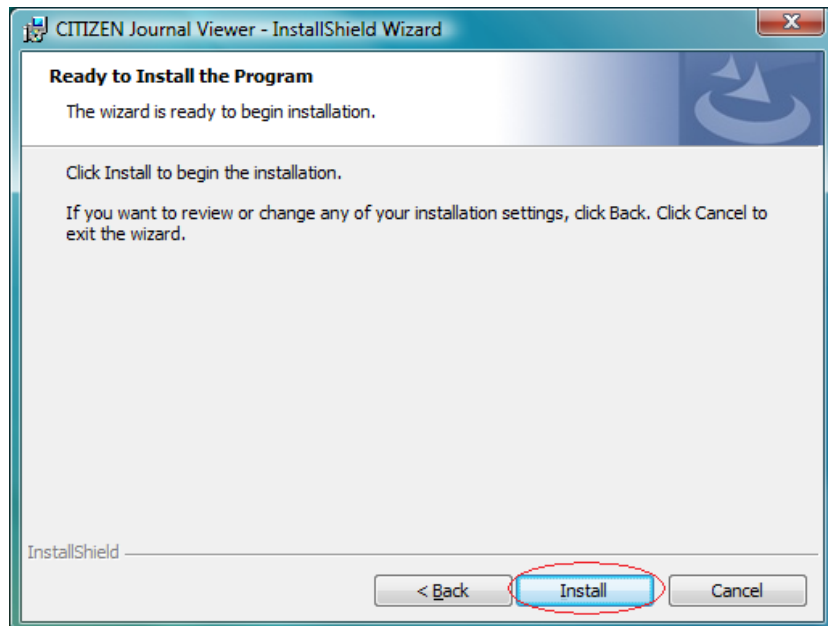
On Windows Vista, "User Account Control" dialogue shows up like a right picture. Please press "Continue".



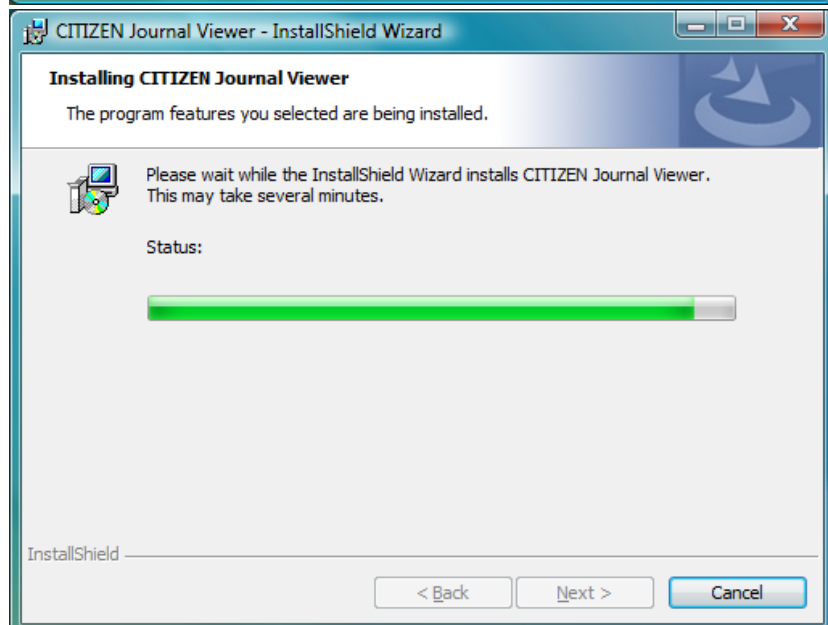
Press "Next".



Press "Install".

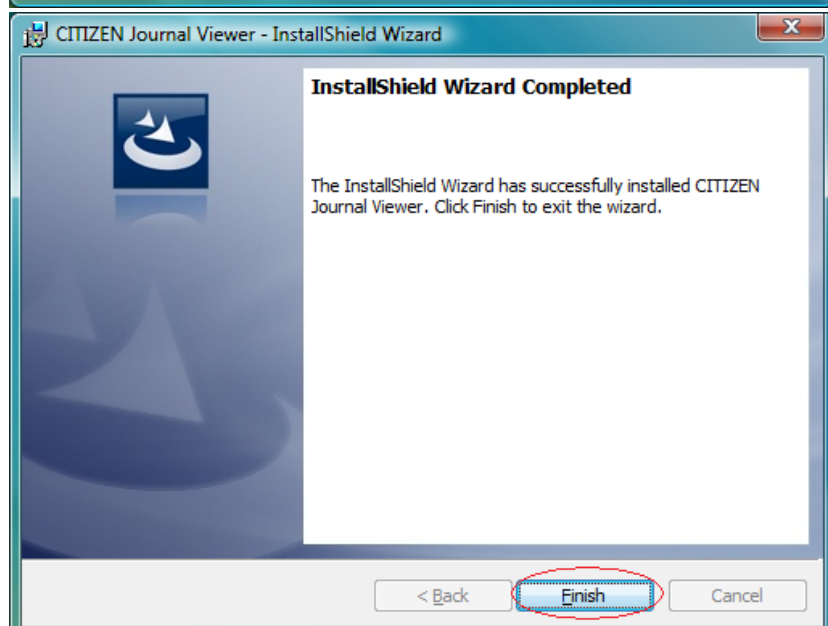


Journal Viewer is under installation.



Journal Viewer installation is finished.

Choose "Finish" to complete the installation.

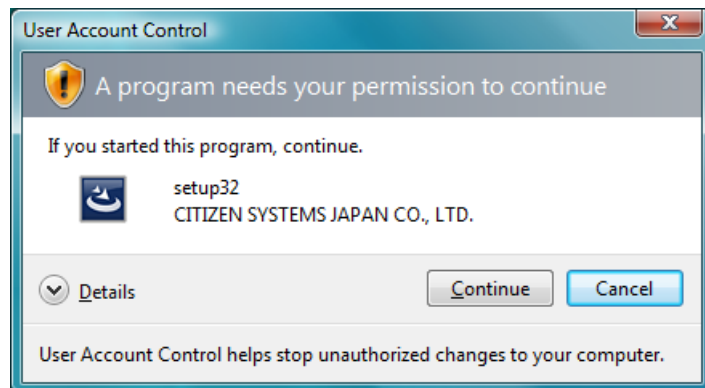


4.2.2 Installation of POS Printer Utility

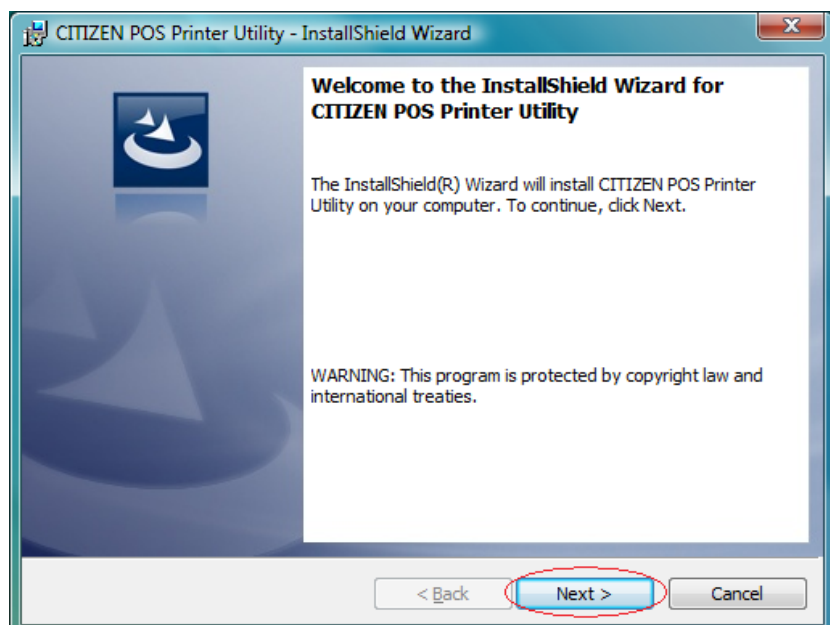
Prepare for the file for the installation.

Run the Setup32.exe to install POS Printer Utility.

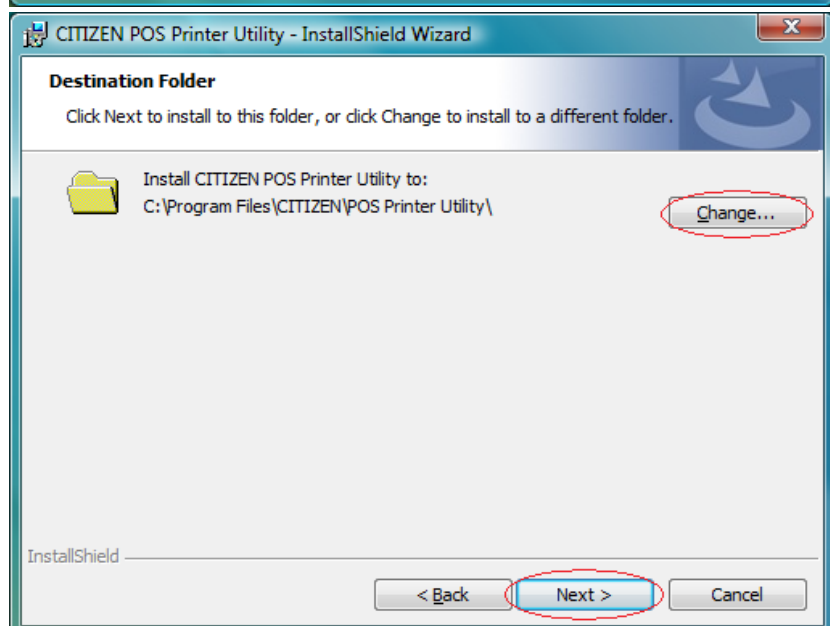
On Windows Vista, "User Account Control" dialogue shows up like a right picture. Please press "Continue".



Press "Next".



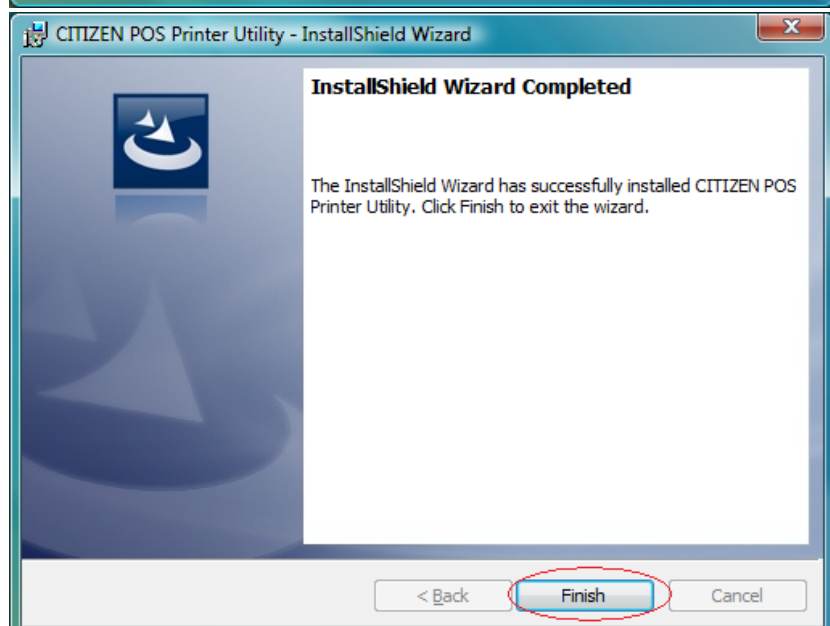
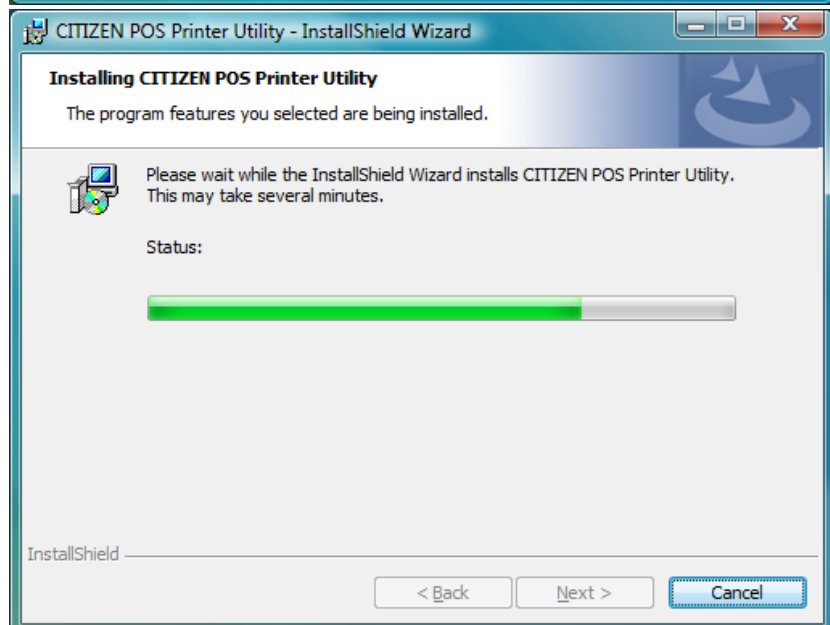
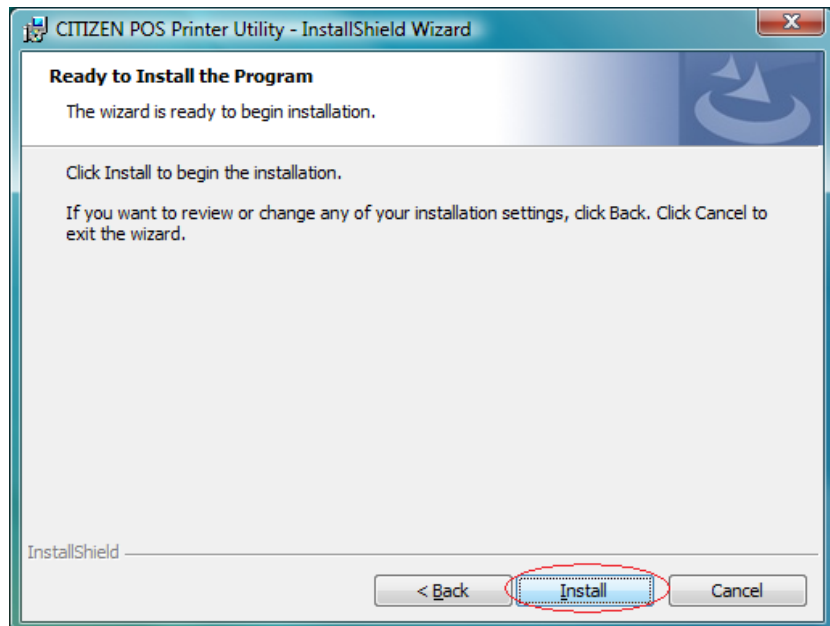
The destination to install POS Printer Utility can be changed here. Please press "Change" and specify the destination. If you do not have any request, leave the default destination and press "Next".



Press "Install" to start the installation of POS Printer Utility.

POS Printer Utility is under installation.

Installation of POS Printer Utility is finished.
Press "Finish".



3.3 Uninstallation

Followings are steps to uninstall the printer driver manually.

Uninstallation of software can be done through "Control Panel" --> "Programs and Features" (depending OS, the name may be "Add or Remove Programs").

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

Choose "CITIZEN Journal Viewer" to uninstall journal viewer. Choose "CITIZEN POS Printer Utility" to uninstall POS Printer Utility.

- * 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.

3.3.1 Printer driver uninstallation

Followings are steps to uninstall the printer driver manually.

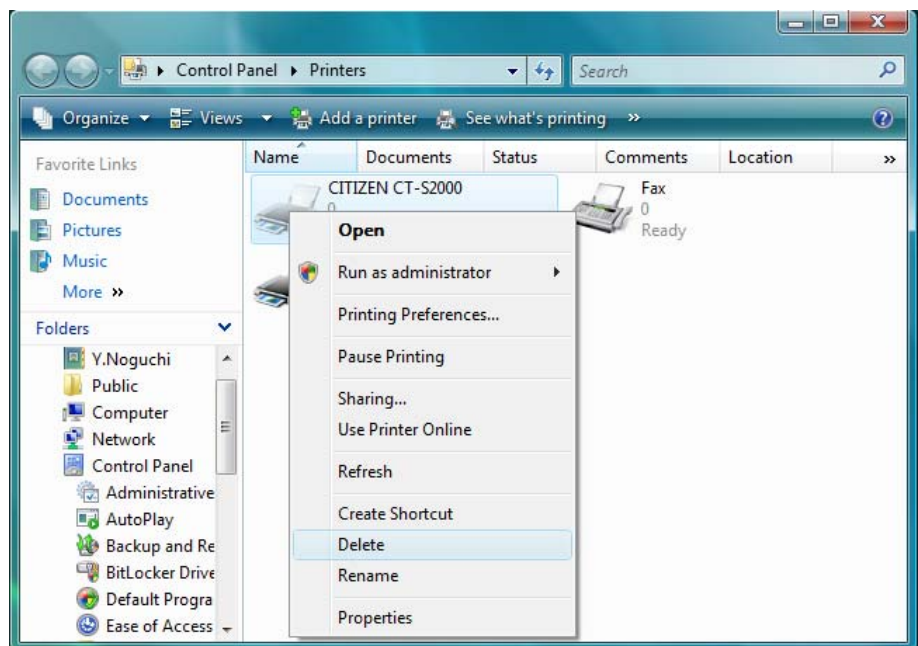
• Windows Vista

"Control Panel"-->"Printers"

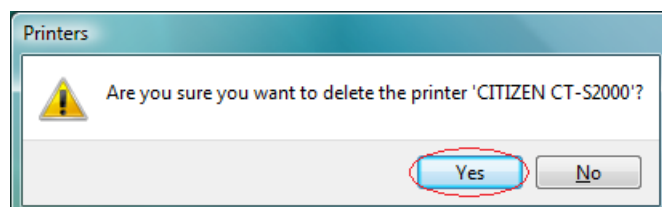
Right-click the printer icon

to remove and choose

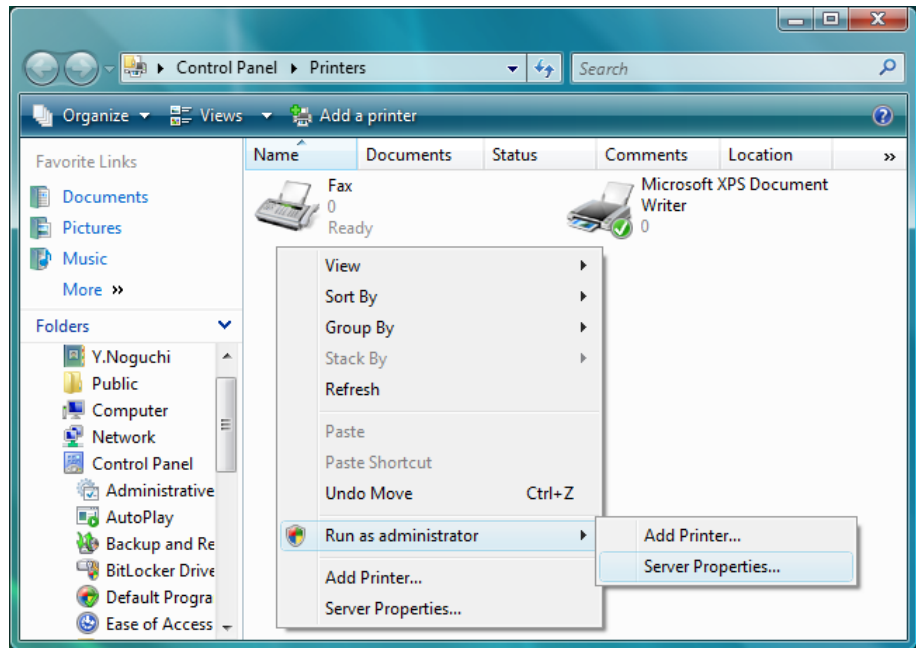
"Delete" in drop down menu.



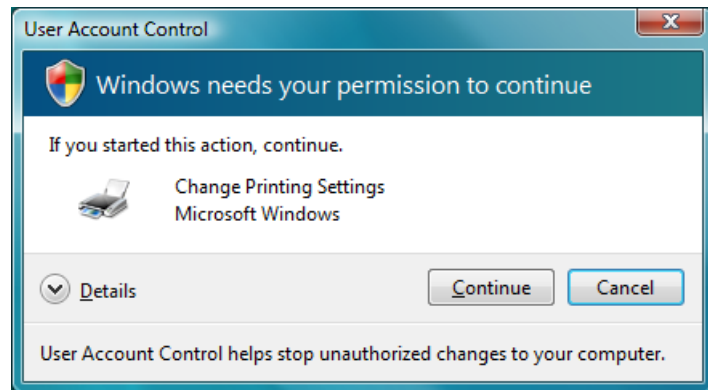
Press "Yes" then the printer icon is deleted.



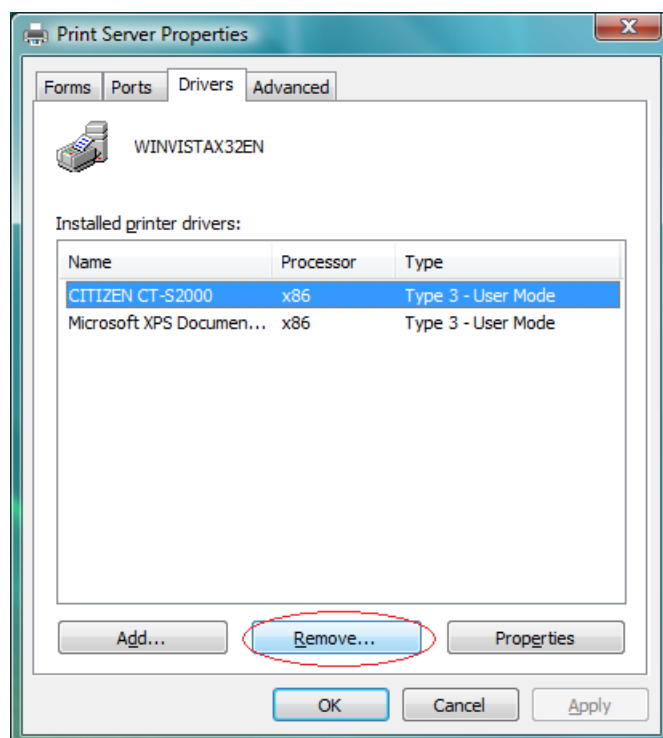
From menu
 "Control Pane" --> "Printers"
 Right-click at empty
 position and choose "Run as
 administrator"-->"Server
 Properties".



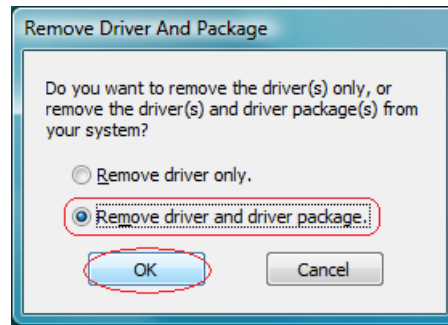
"User Account Control"
 dialogue shows up like a
 right picture. Please press
 "Continue".



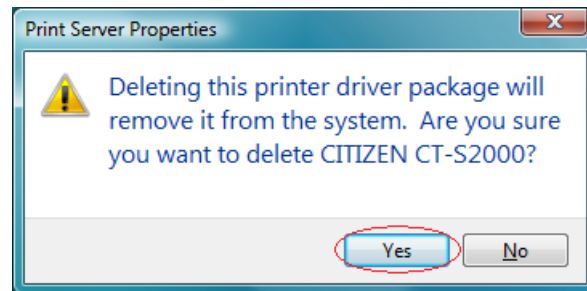
Choose Driver tab in "Print
 Server Properties"
 Choose the driver to delete
 and press "Remove".



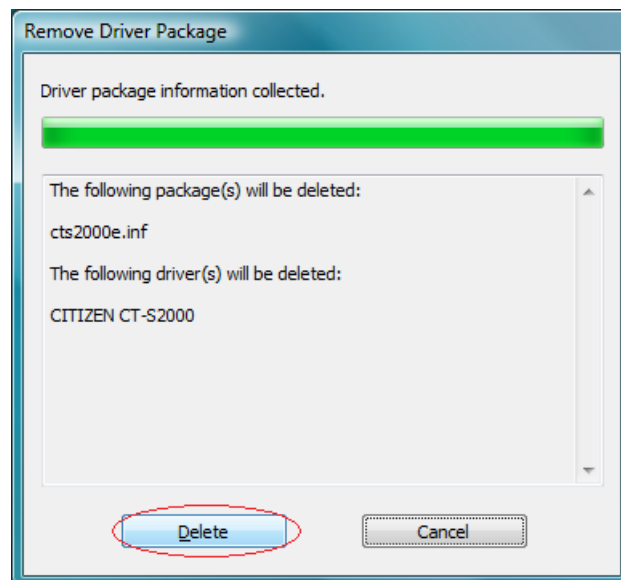
Choose "Remove Driver And Package" and press "OK".



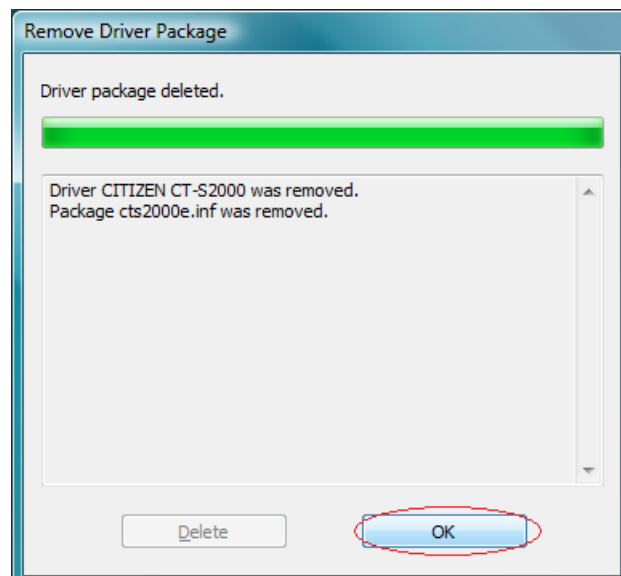
Press "Yes".



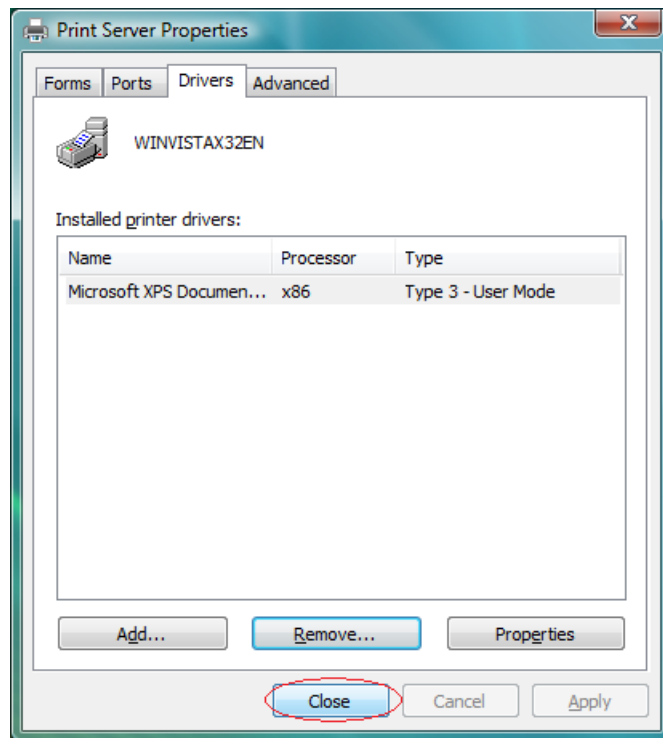
Press "Delete".



Press "OK".



Driver file is deleted. Press
"Close" to finish.



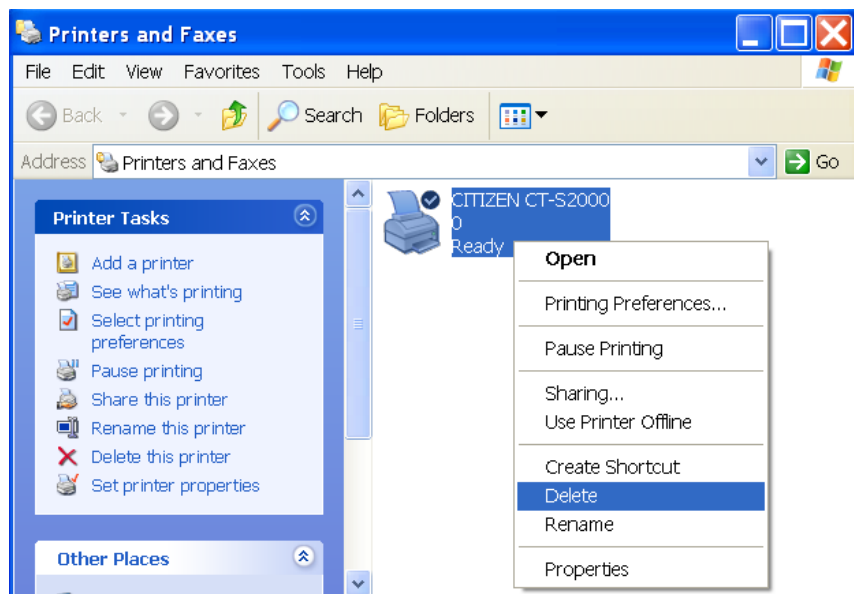
Windows OS other than Vista

From menu

"Control Panel"-->"Printers
and Faxes"

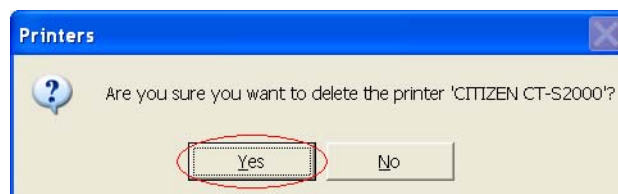
Choose the printer icon to
delete and right-click.

And choose "Delete" in the
drop down menu.



Press "Yes".

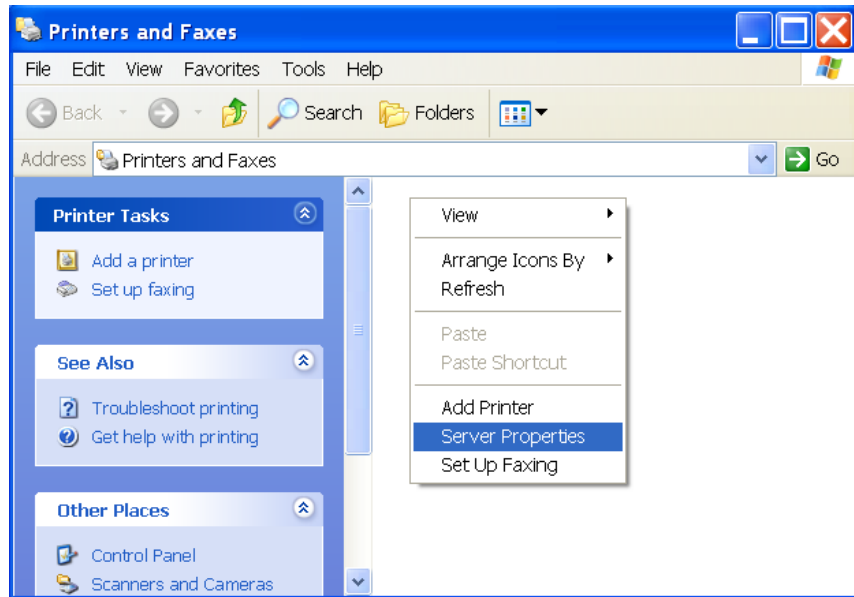
Printer icon is removed.



From menu

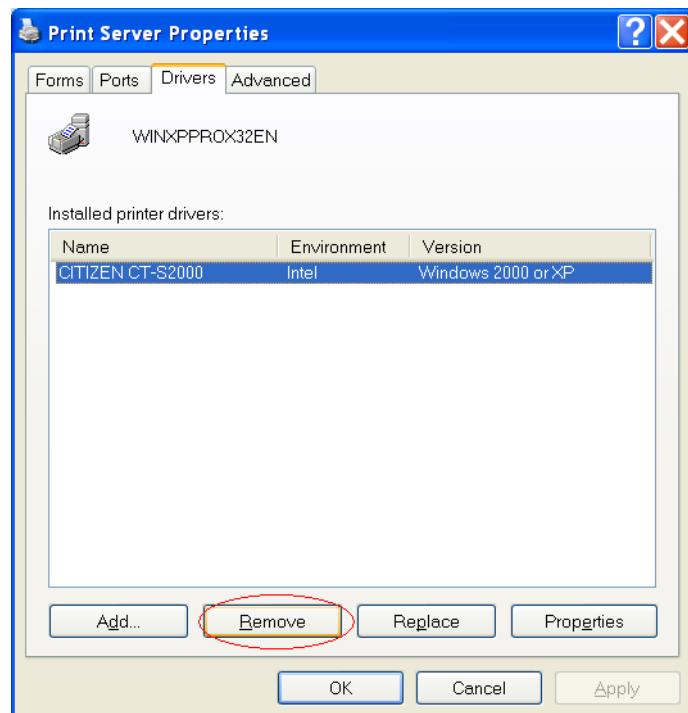
"Control Panel"-->"Printers and Faxes"

Right-click at empty position and choose "Server Properties" in drop down menu.

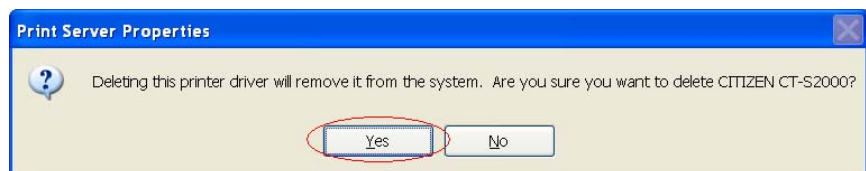


Choose Driver tab in "Print Server Properties"

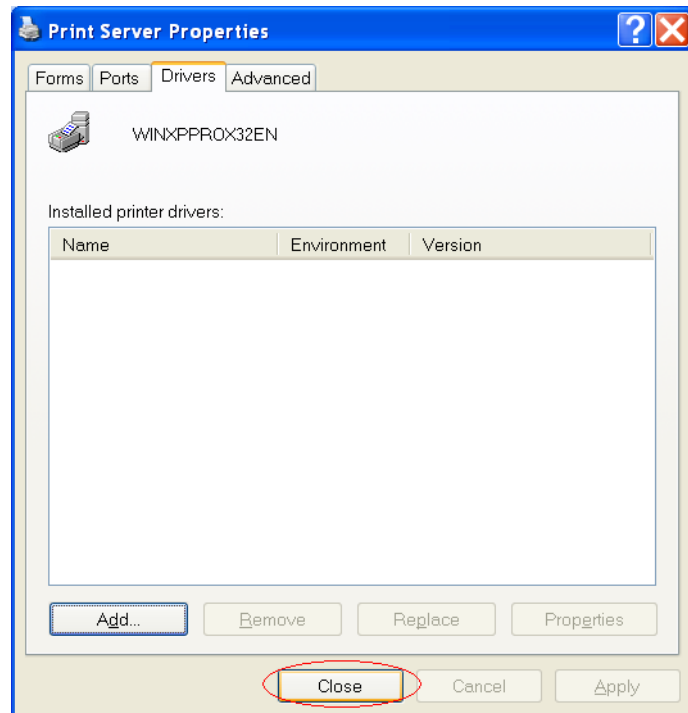
Choose the driver to delete and press "Remove".



Press "Yes".



Driver file is deleted. Press
"Close" to finish.



Manual uninstallation on Windows Vista removes the driver files completely. On the other Windows OS, it is not possible to remove the driver file completely. If you need to remove the files completely, please consult us to supply the tool for that.